

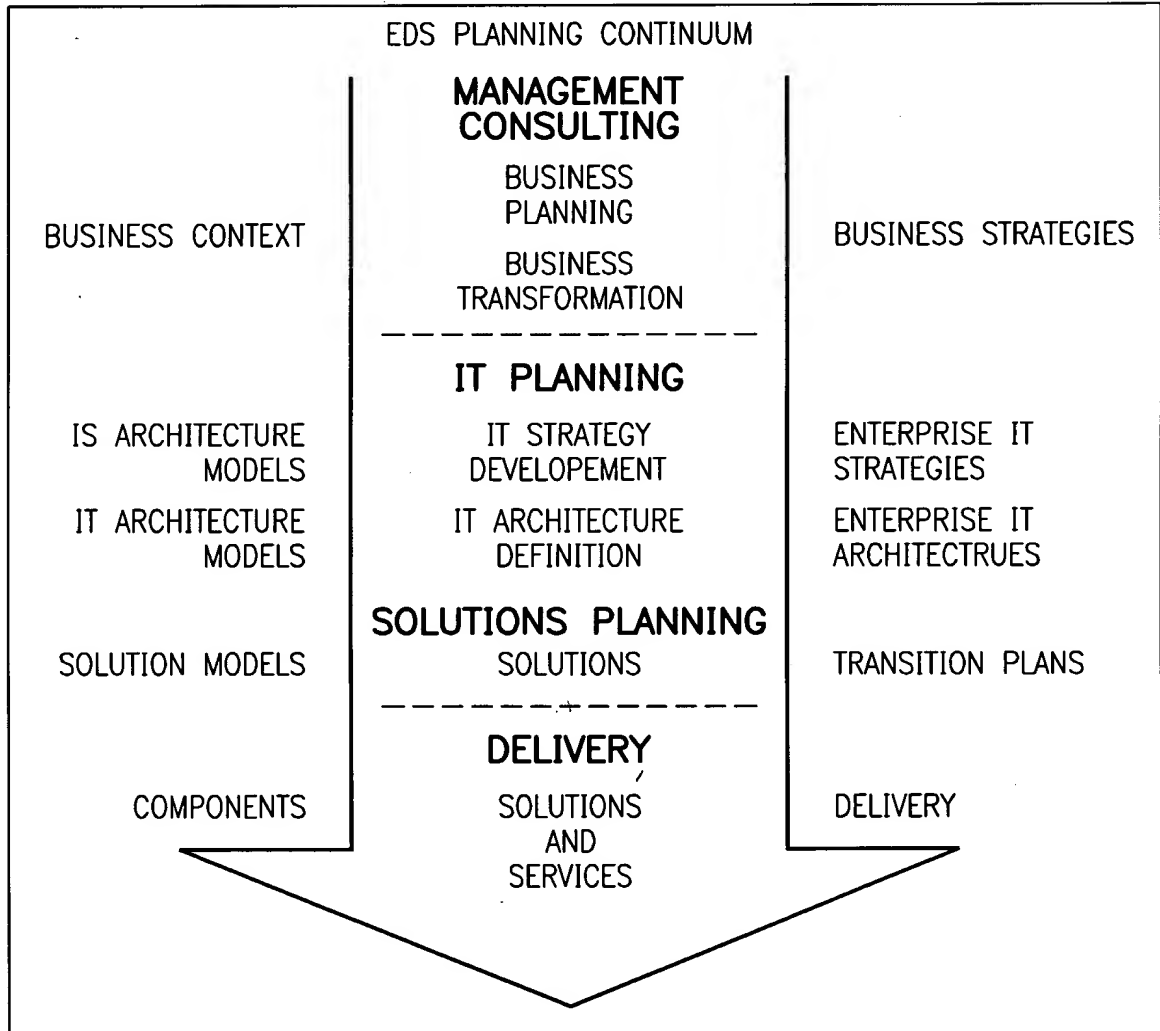
APPROVED	C.G. FIG. 1	
BY	CLASS	SUBCLASS
DRAFTSMAN	705	7

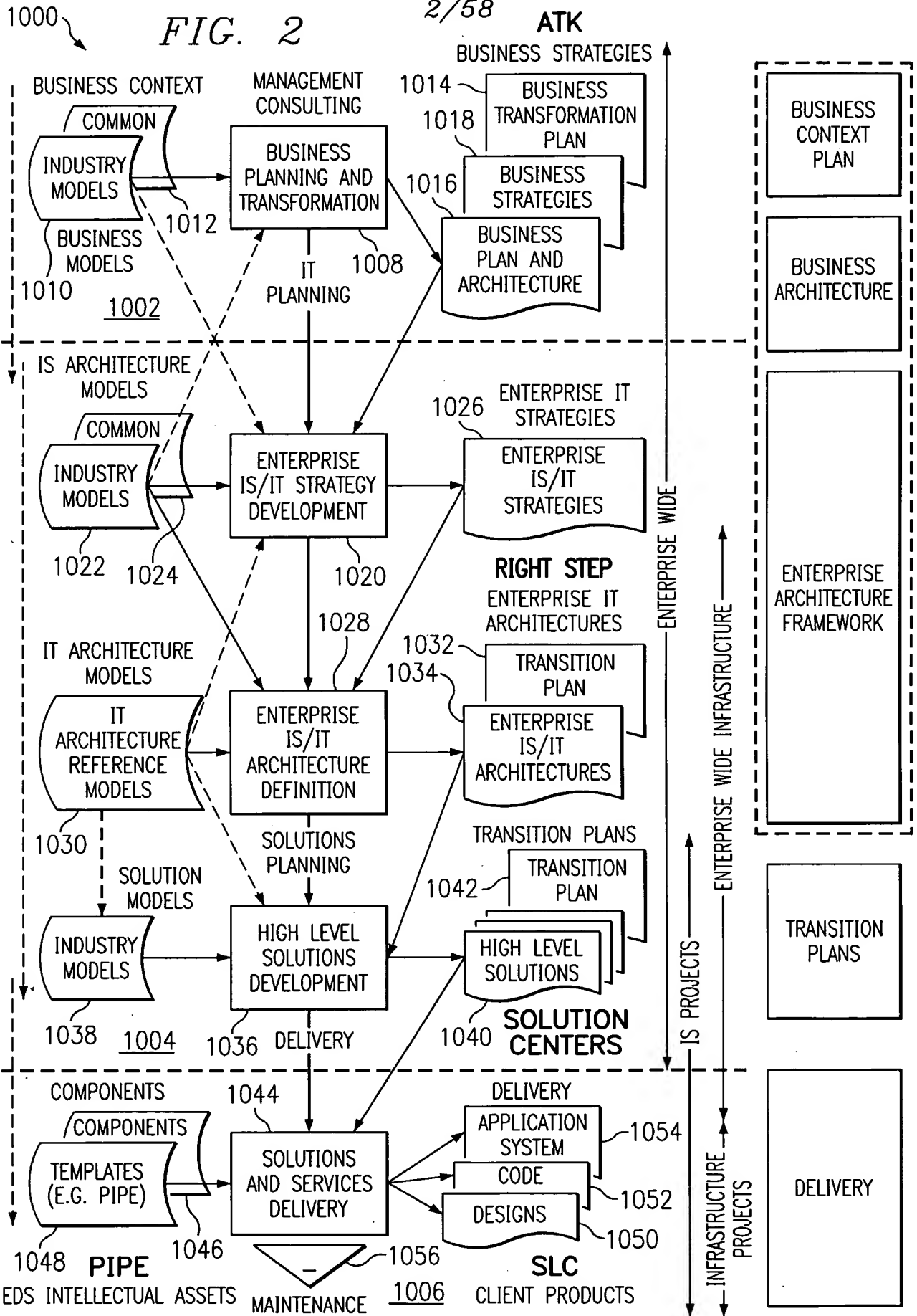
U.S. Serial No. 09/378,514 Filed: 08/20/01  
 Inventor: Myrick, et al. (Page 1 of 58)  
 Express Mail Label EL759182364US 70-99-002  
 (014208.1334)

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1000

FIG. 1





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FIG. 3

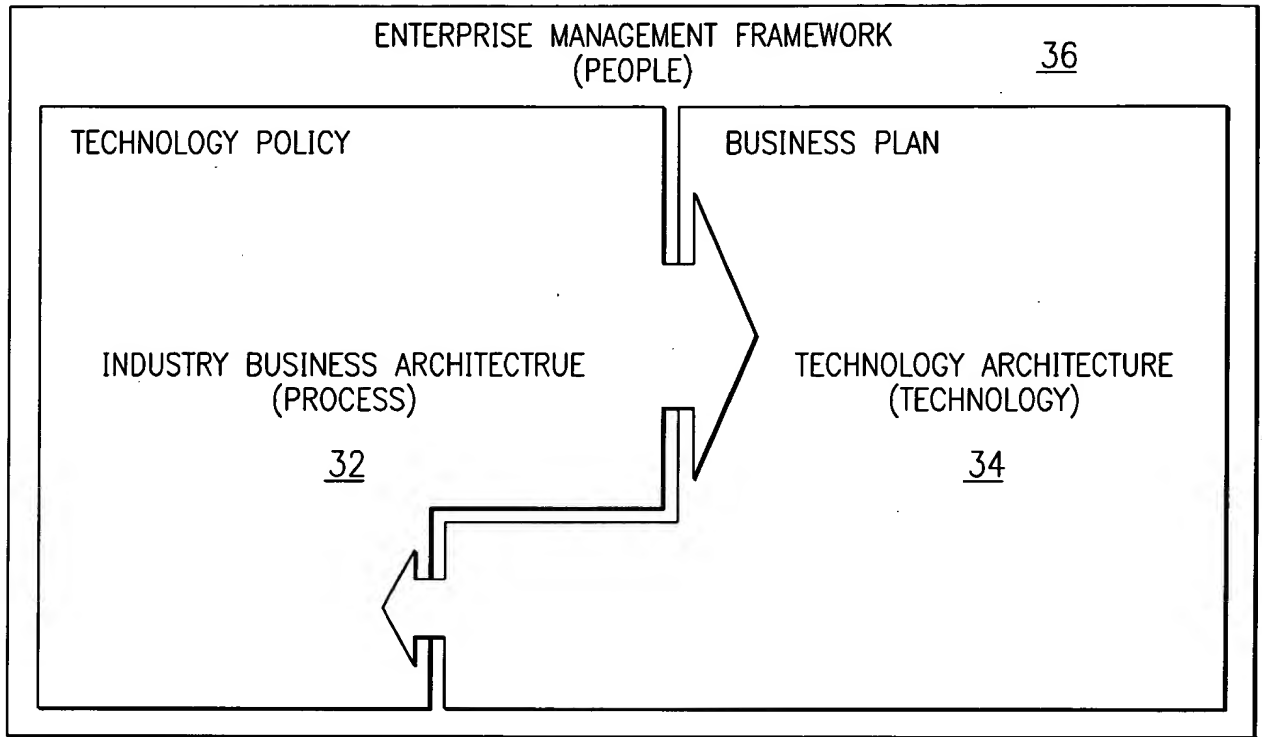
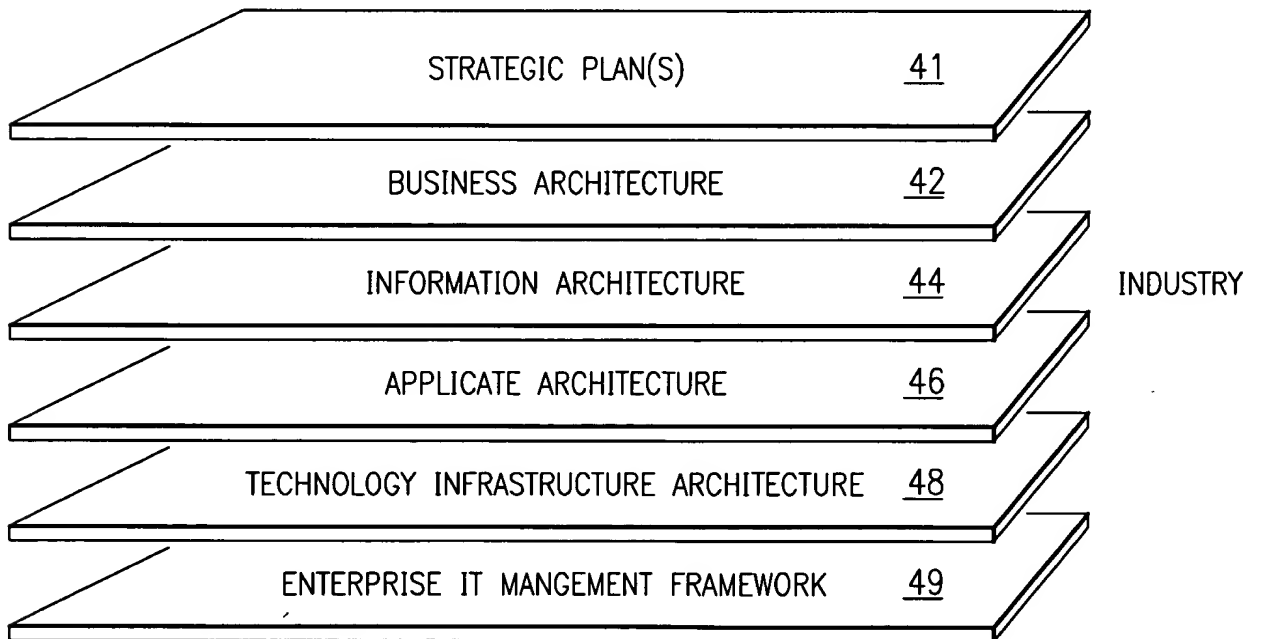


FIG. 4

40

ENTERPRISE STRATEGIC IT PLANNING FRAMEWORK MODEL



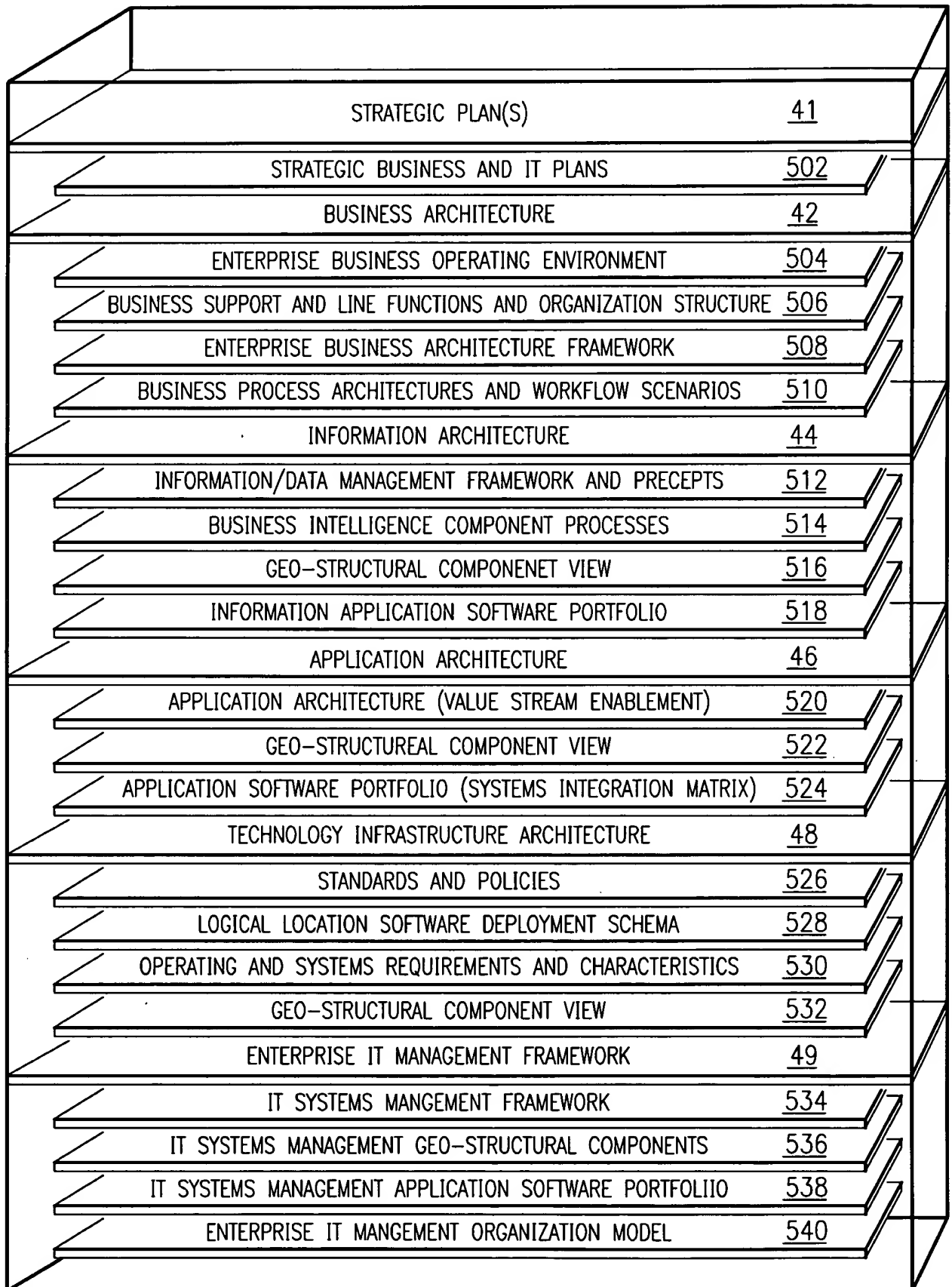
APPROVED	O.G. FIG.	
BY	CLASS	SUBCLASS
DRAFTSMAN		

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FIG. 5

500

# ENTERPRISE STRATEGIC IT PLANNING FRAMEWORK MODEL

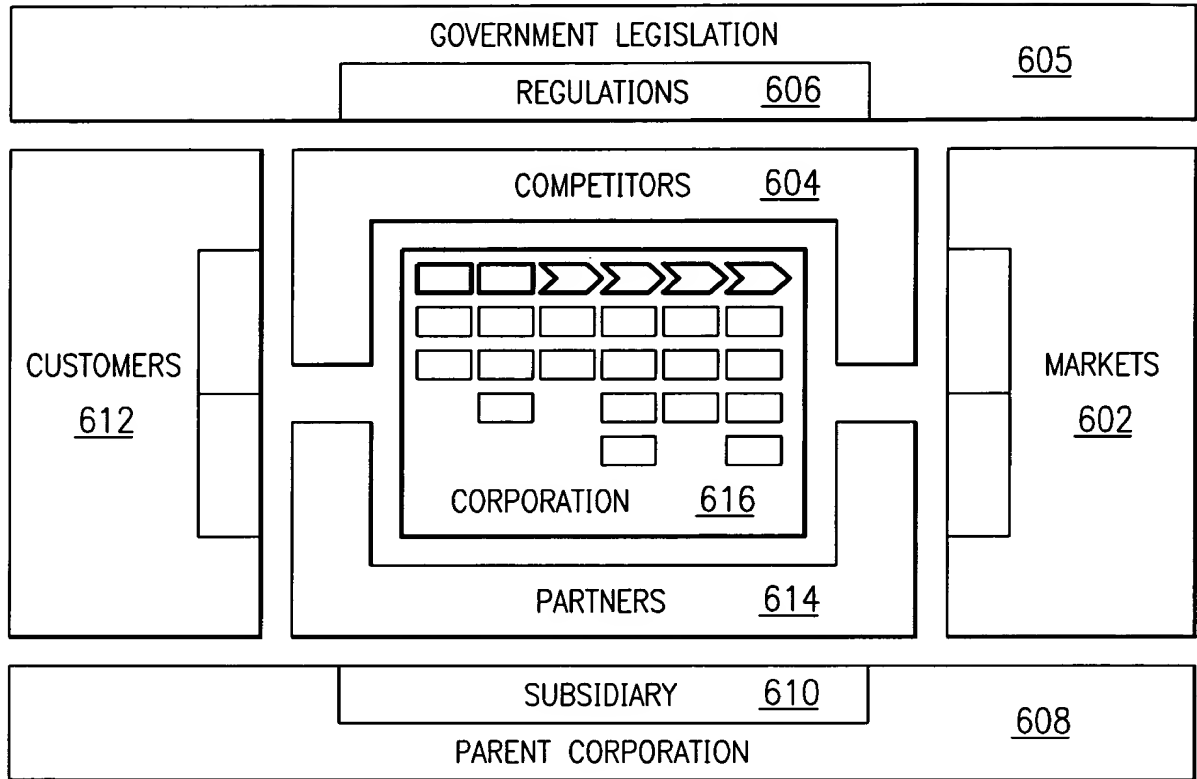


600

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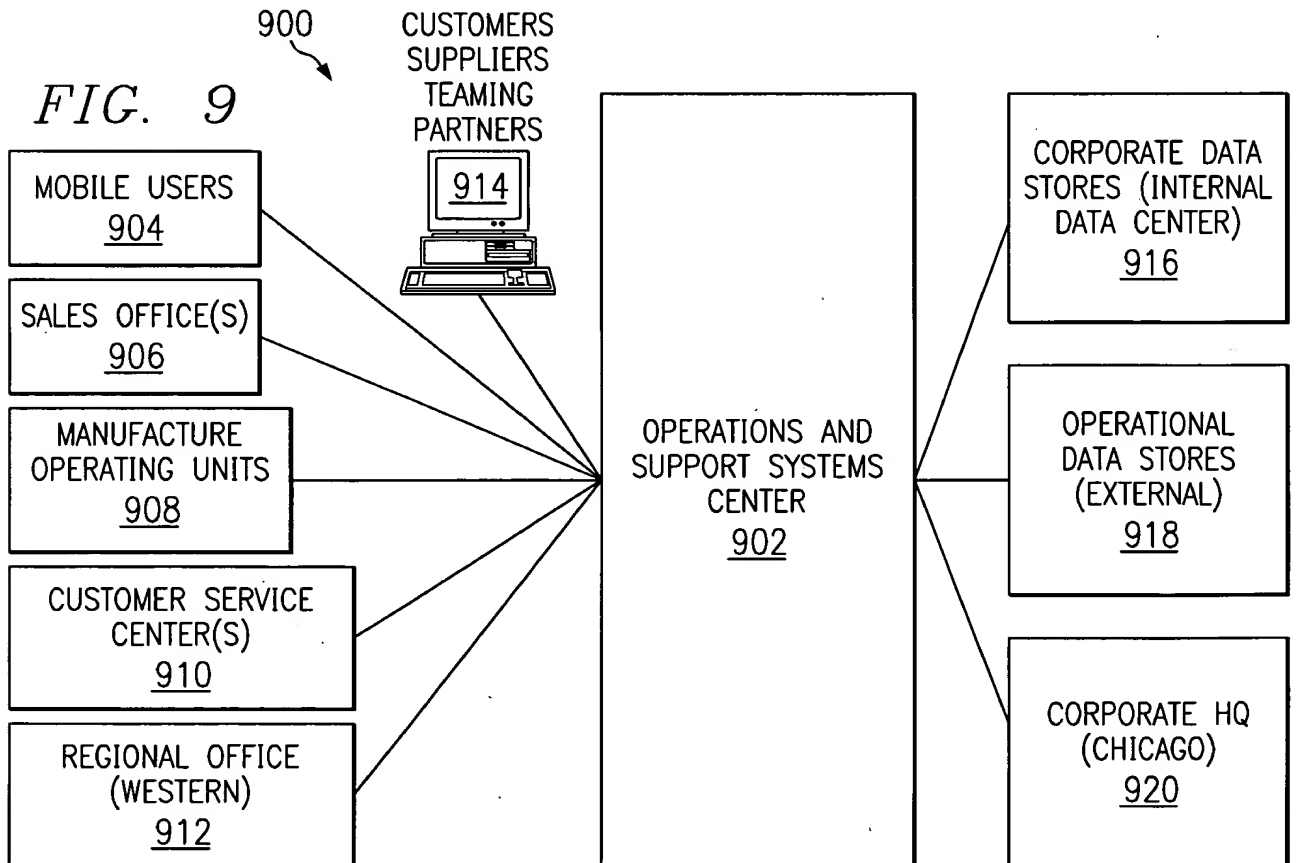
# BUSINESS ENVIRONMENT

FIG. 6



900

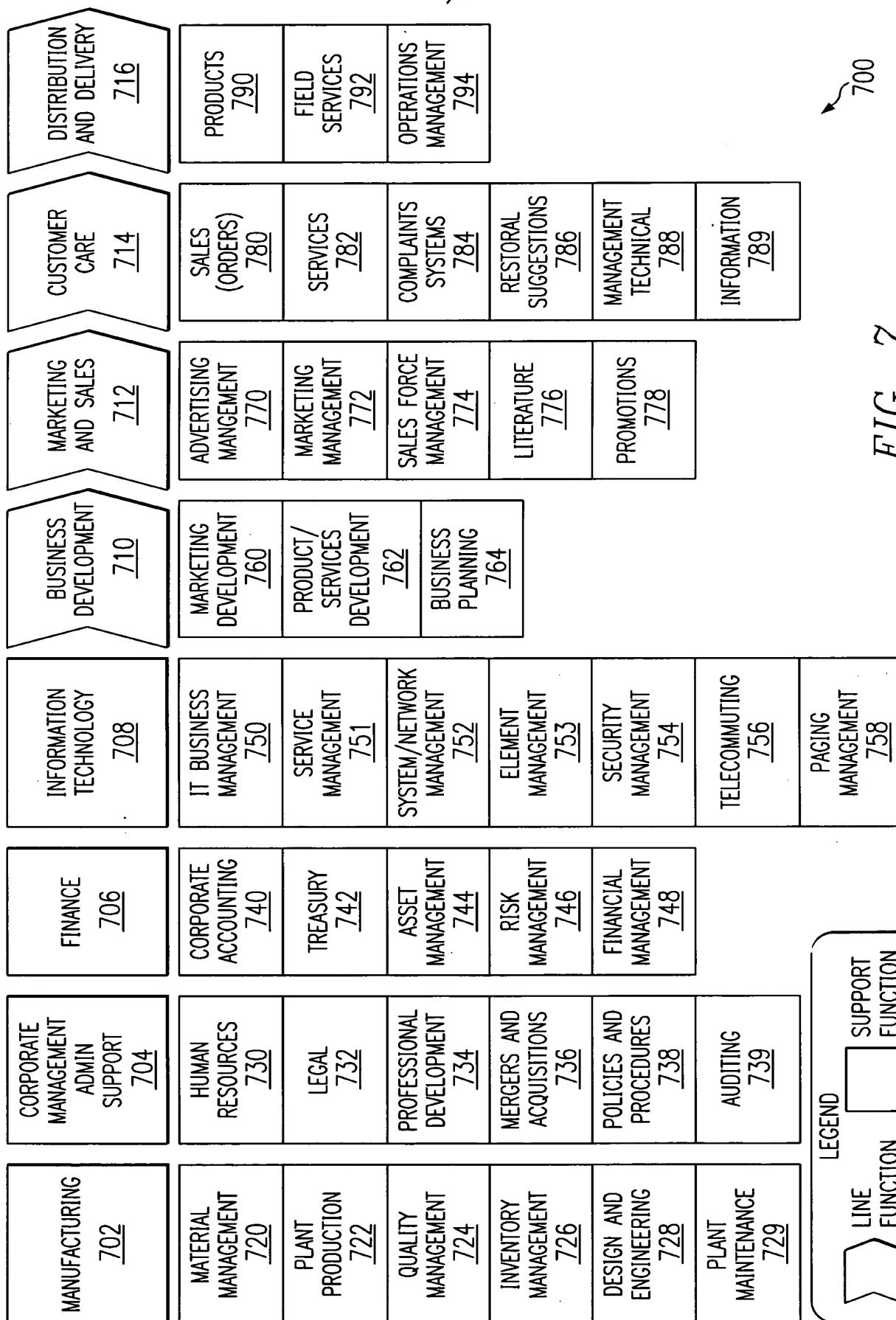
FIG. 9



APPROVED	CLASS	SUBCLASS
BY		
DRAFTSMAN		

U.S. Serial No. 09/378,514 Filed: 08/20/99  
 Inventor: Myrick, et al. (Page 6 of 58)  
 Express Mail Label EL759182364US 70-99-002  
 (014208.1334)

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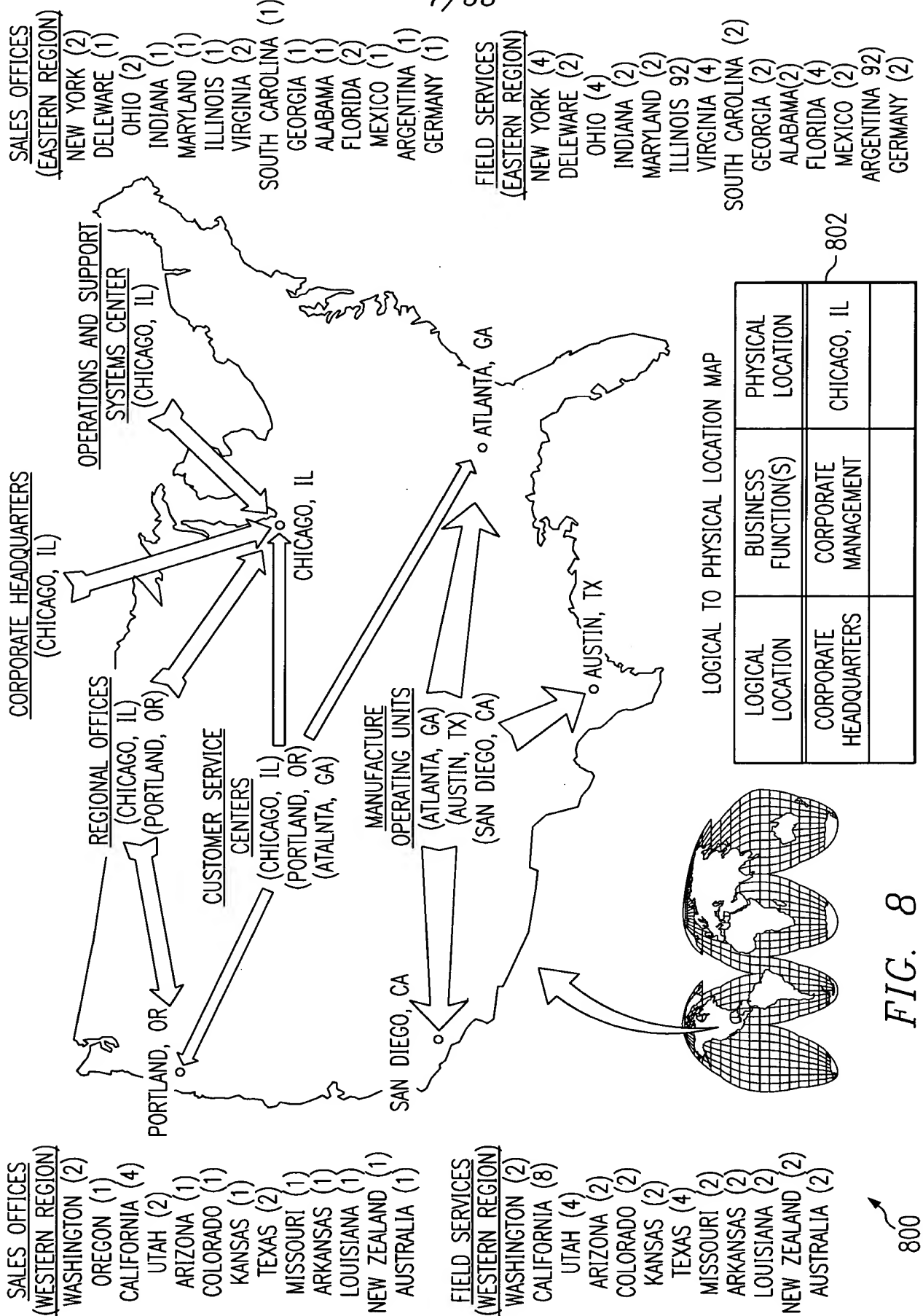


FIG. 8

APPROVED	CLASS	SUBCLASS
BY		
DRAFTSMAN		

U.S. Serial No. 09/378,514 Filed: 08/20/99  
 Inventor: Myrick, et al. (Page 8 of 58)  
 Express Mail Label EL759182364US 70-99-002  
 (014208.1334)

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IT Investment Profile									
IT Expense Category	IT Funding/Expenditure Area(s)	Previous Year (CY-1)	Current Year (CY)	Budget Year (CY+1)	Outyear 1 (CY+2)	Outyear 2 (CY+3)	Outyear 3 (CY+4)	Outyear 4 (CY+4)	Outyear
Discretionary Funds (DF)									
	IT Planning/Architecture Dev								
	Application Development								
	New Technology Development								
	IT Modernization								
	IT Enhancements								
Sub-Total									
Non-Discretionary Funds (NDF)									
	COE								
	Desktop/Local Server Operations and Processing								
	Enterprise Data Operations and Processing								
	IT Service Mgmt (Customer Assistance)								
	Maintenance								
	IT Systems/Network Mgmt								
	IT Business Mgmt (SLAs)								
	Communications								
	-Data (LAN, MAN/CAN, WAN, etc.)								
	-Voice/VME								
	-Remote Access/Telecommuting								
	-Call Management (Telephony)								
	-Paging Management								
	Business Intelligence/Data Warehousing/Data Marts								
	Web/Internet/Extranet/Intranet (Electronic Commerce)								
Sub-total									
TOTAL IT COST									
Corporate Revenue									
Percentage - IT Cost/Revenue									
Percentage - Non-Discretionary Funding/IT Cost									
Percentage - Discretionary Funding/IT Cost									
Industry Standard - IT Cost/Revenue									
Industry Standard - NDF/IT Cost									
Industry Standard - DF/IT Cost									

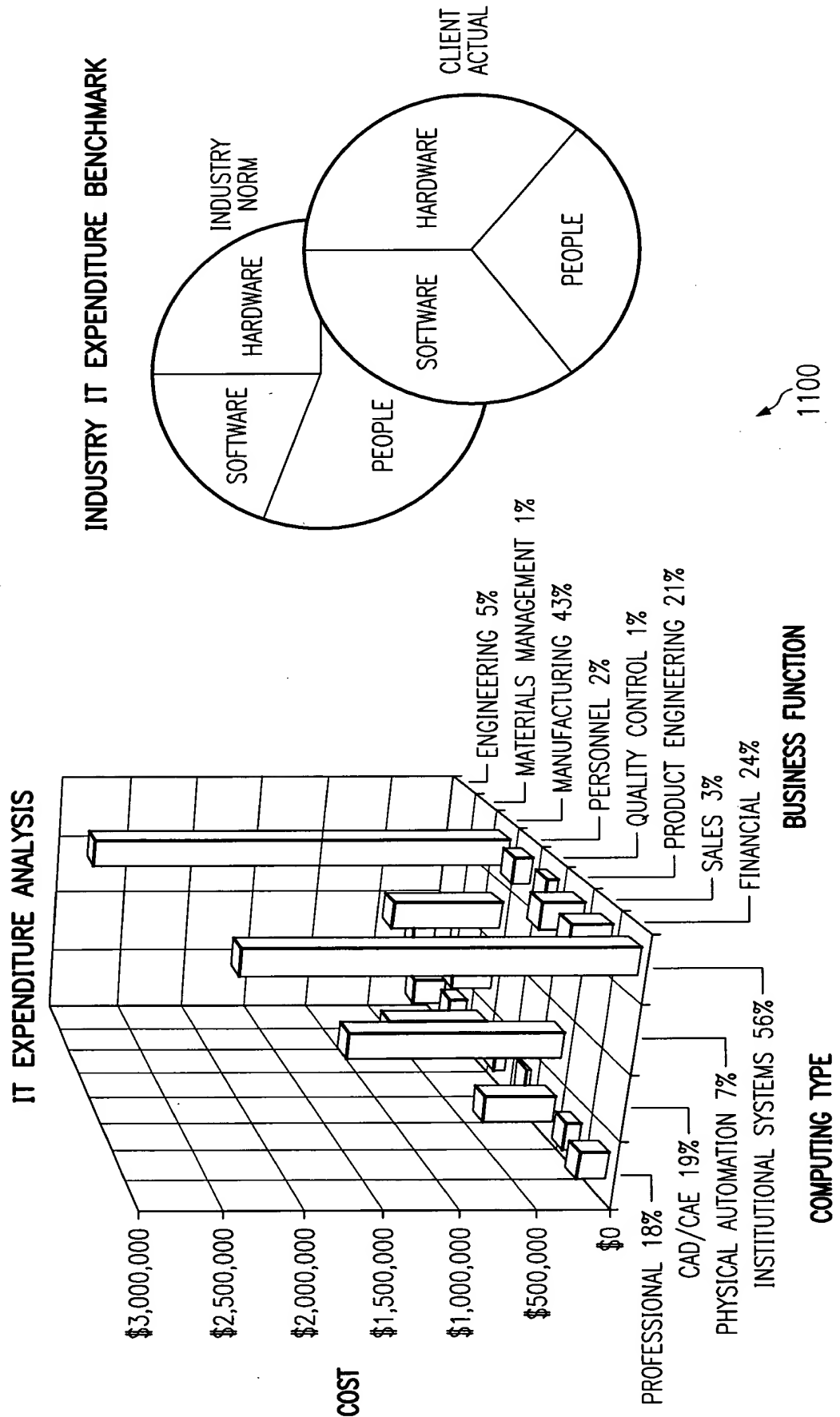
999

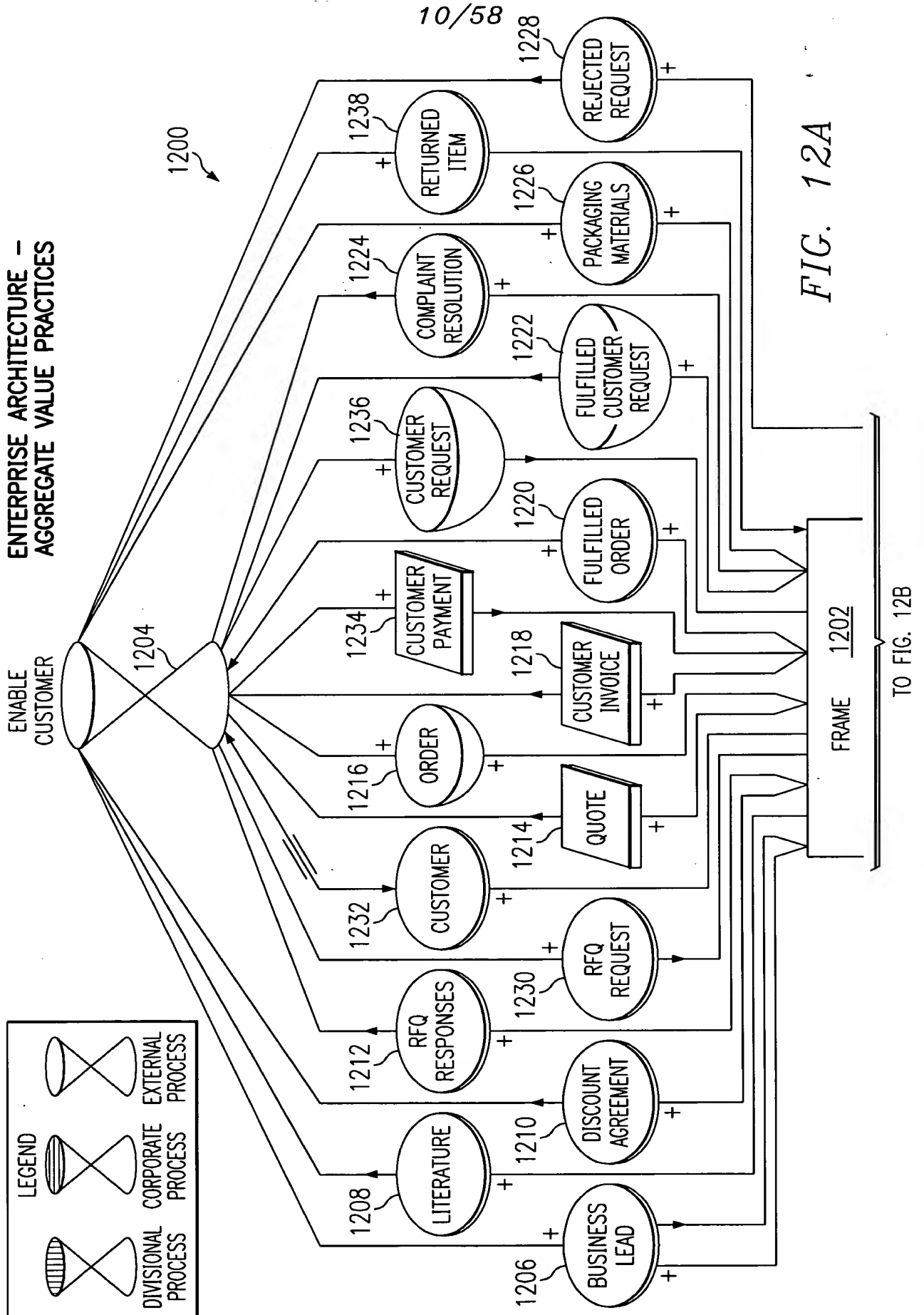
FIG. 10



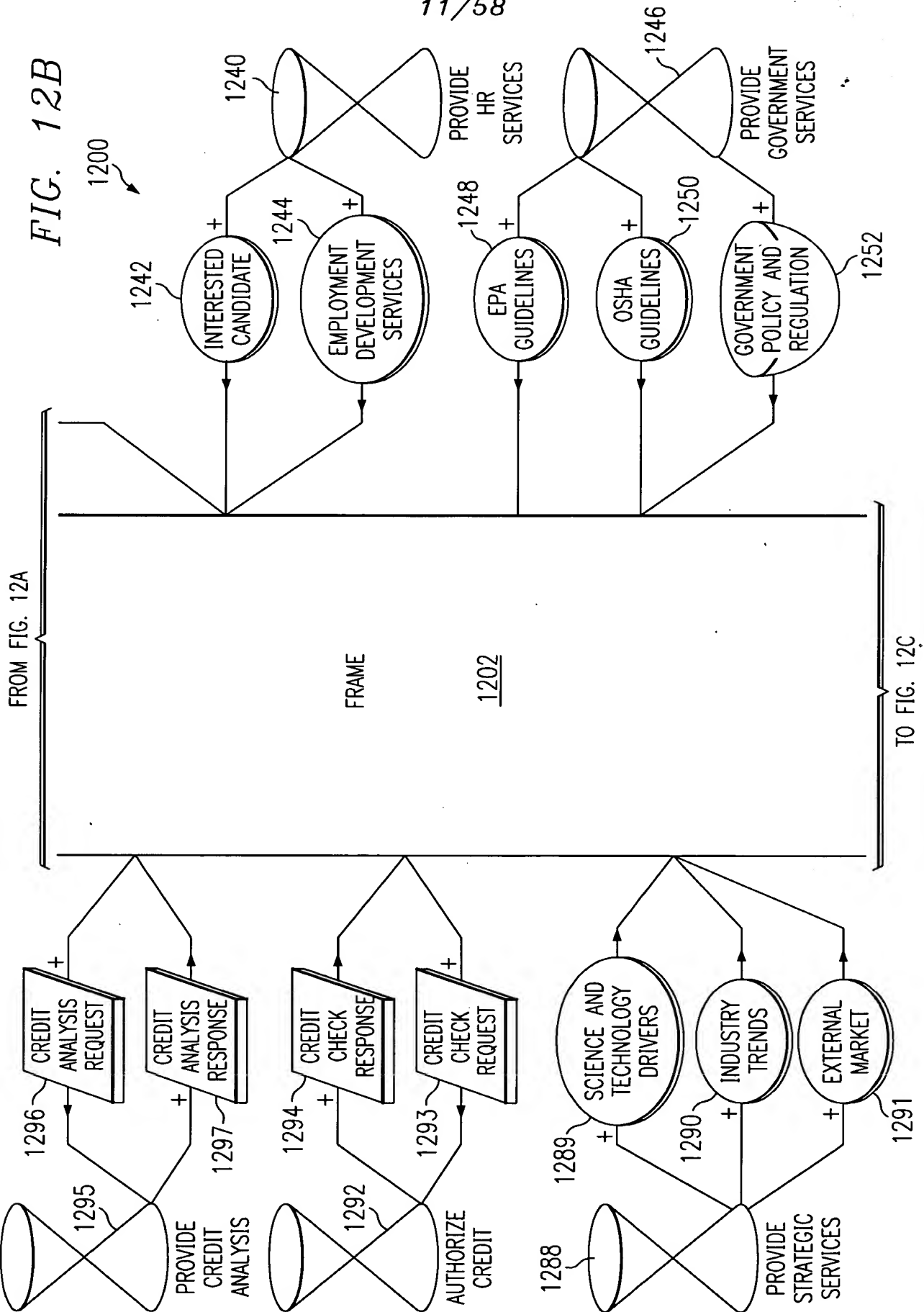
9/58

FIG. 11





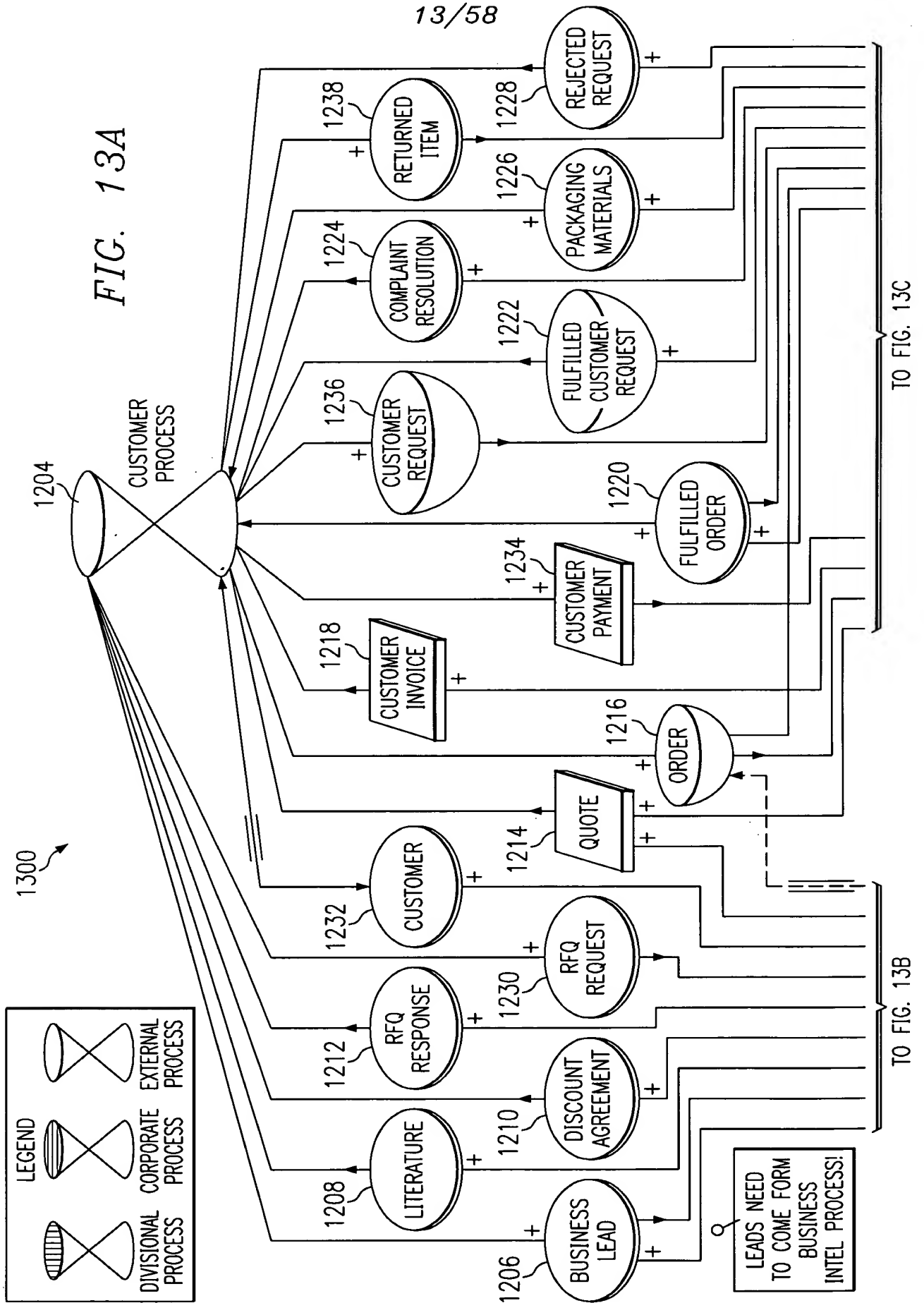
11/58



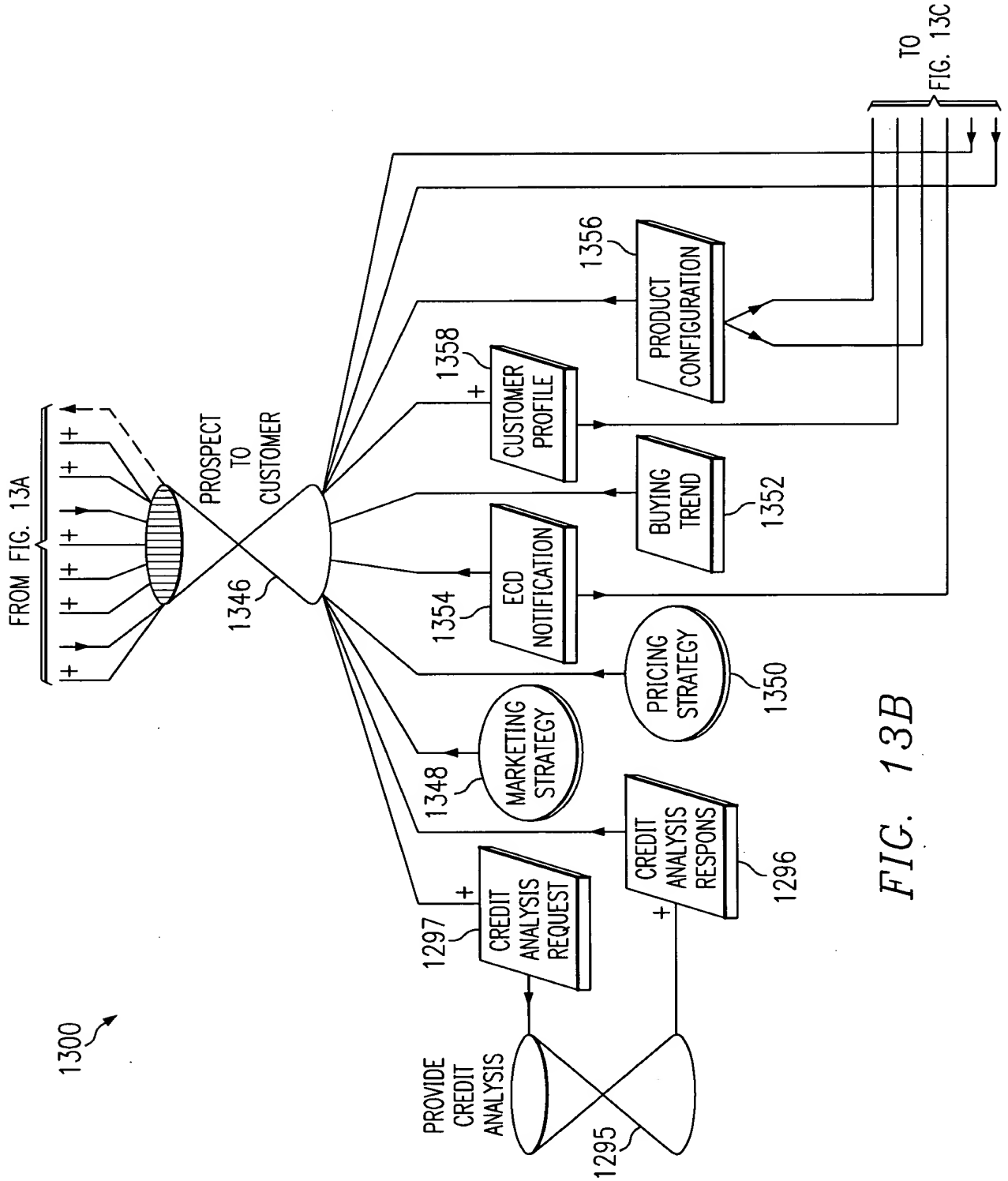
[illegible]

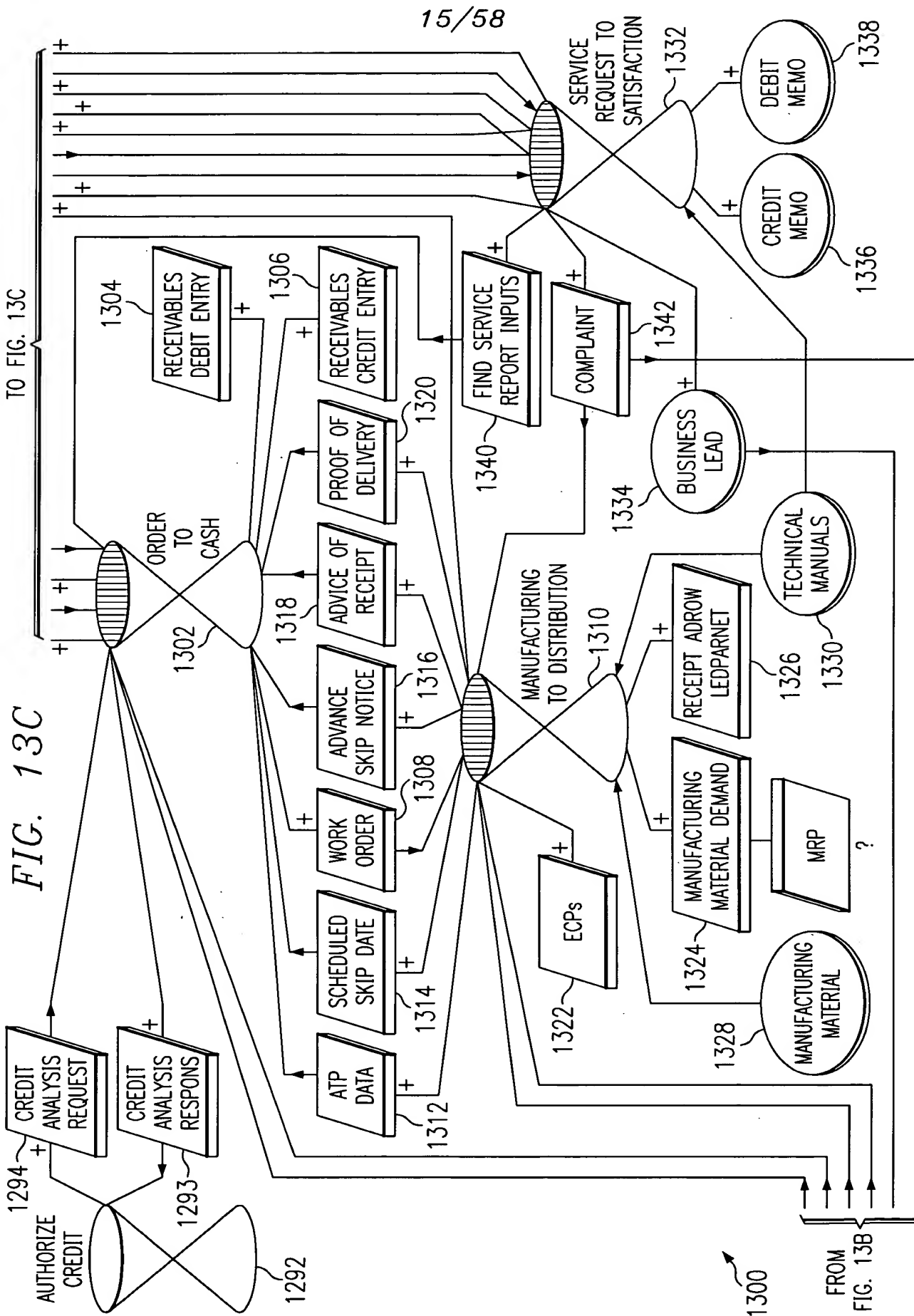
13/58

FIG. 13A



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# ENTERPRISE BUSINESS VALUE STREAM AGGREGATES

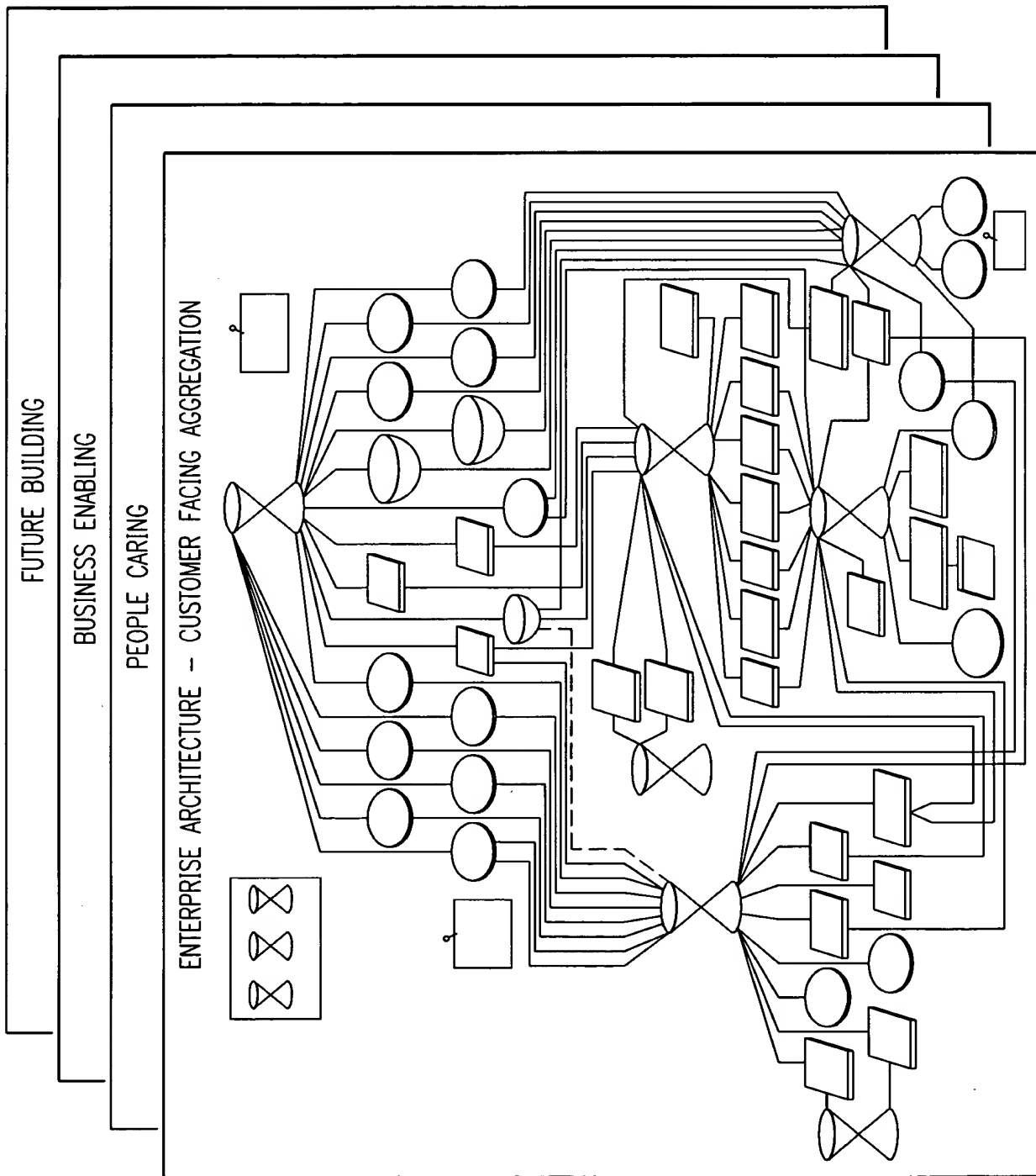
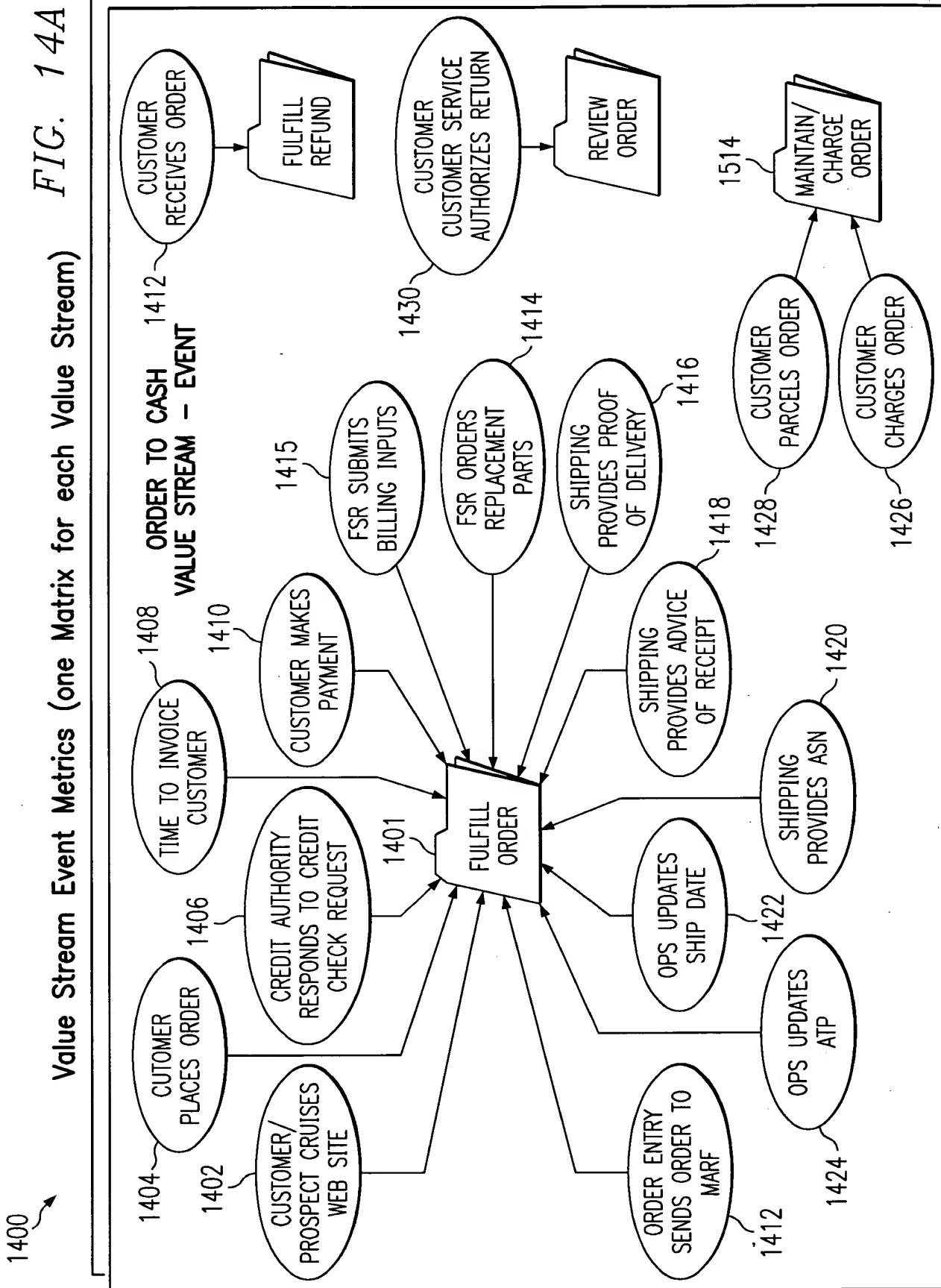


FIG. 13D

1300

**BUSINESS VALUE  
 STREAM AGGREGATES:**  
 \*CUSTOMER FACING  
 \*PEOPLE CARING  
 \*BUSINESS ENABLING  
 \*FUTURE BUILDING





APPROVED	CLASS. FIG.	
BY	CLASS	SUBCLASS
DRAFTSMAN		

U.S. Serial No. 09/378,514 Filed: 06/01/99  
Inventor: Myrick, et al. (Page 18 of 58)  
Express Mail Label EL759182364US 70-99-002  
(014208.1334)

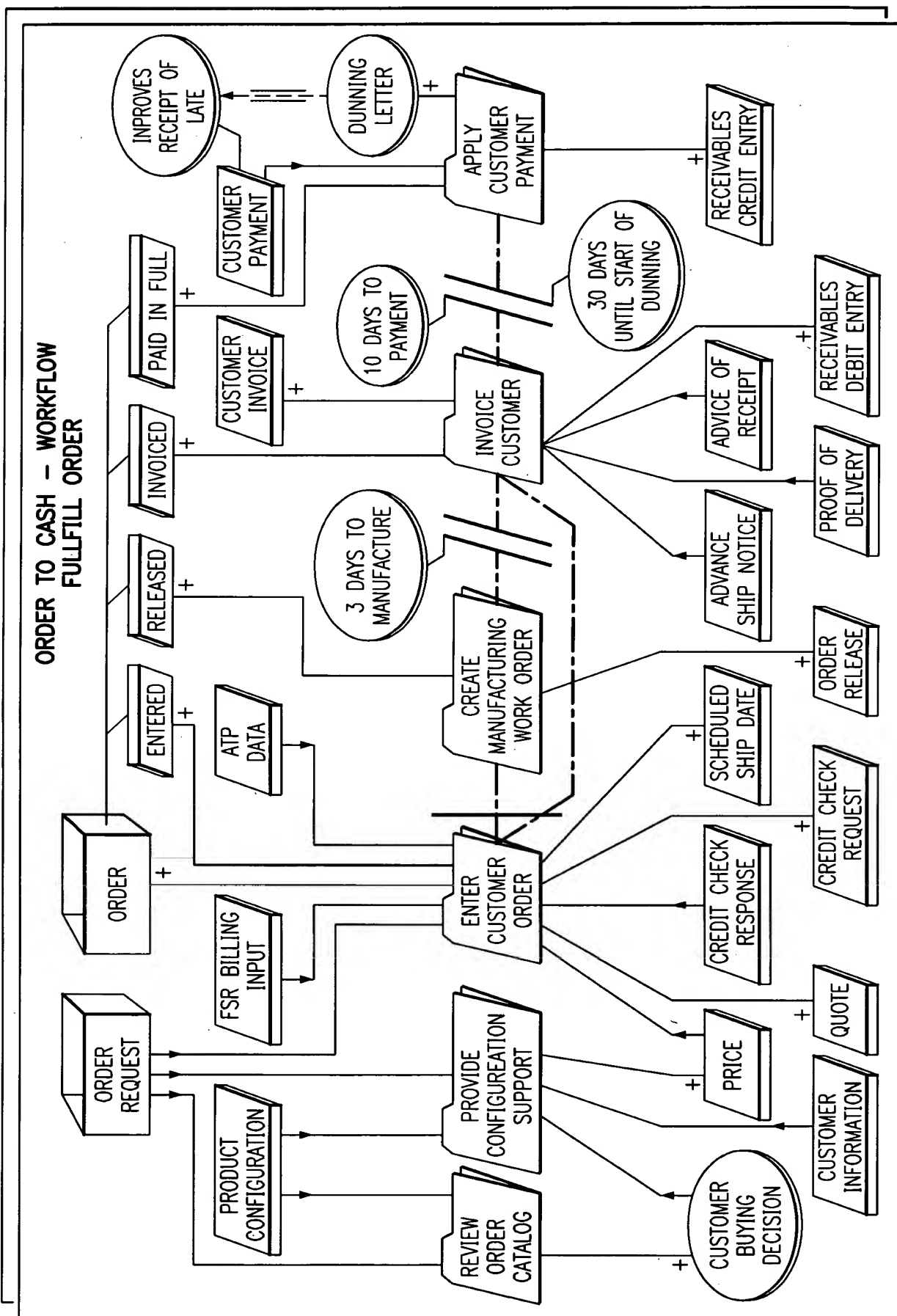
Value Stream Event Metrics (one Matrix for each Value Stream)

Order-to-Cash		Value Stream					
Event/Time Frames	1st	2nd	3rd	4th	5th	6th	Total
Customer/Prospect cruises web site	1,932	2,995	3,888	3,977	4,003	2,421	19,216
Customer places order	893	1,432	1,567	1,783	2,323	1,693	9,691
Credit authority responds to credit check request	402	644	705	802	1,045	762	4,361
Customer makes payment	491	788	862	981	1,278	931	5,330
Customer reviews order	125	200	219	250	325	237	1,357
Customer cancels order	18	29	31	36	46	34	194
Customer changes order	71	115	125	143	186	135	775
OPS updates ATP	8	8	8	8	8	8	48
OPS updates ship date	161	258	282	321	418	305	1,744
Shipping provides ASN	893	1,432	1,567	1,783	2,323	1,693	9,691
Shipping provides advice of receipt	893	1,432	1,567	1,783	2,323	1,693	9,691
Shipping provides proof of delivery	893	1,432	1,567	1,783	2,323	1,693	9,691
FSR orders replacement parts	45	72	78	89	116	85	485
FSR submits billing inputs	142	166	179	50	50	50	637
Customer Service authorizes returns	50	50	50	244	123	66	583
Time to invoice customer	893	1,432	1,567	1,783	2,323	1,693	9,691
Hierarchy of Counts & Amounts							
Business Event—Customer places order							
Media—web,fax,phone—e-mail,mail							
Application Interface—Order Entry to Product Configuration							
Database I/O—Read Product Master							
Table Access—Retrieve Part Number							





FIG. 17



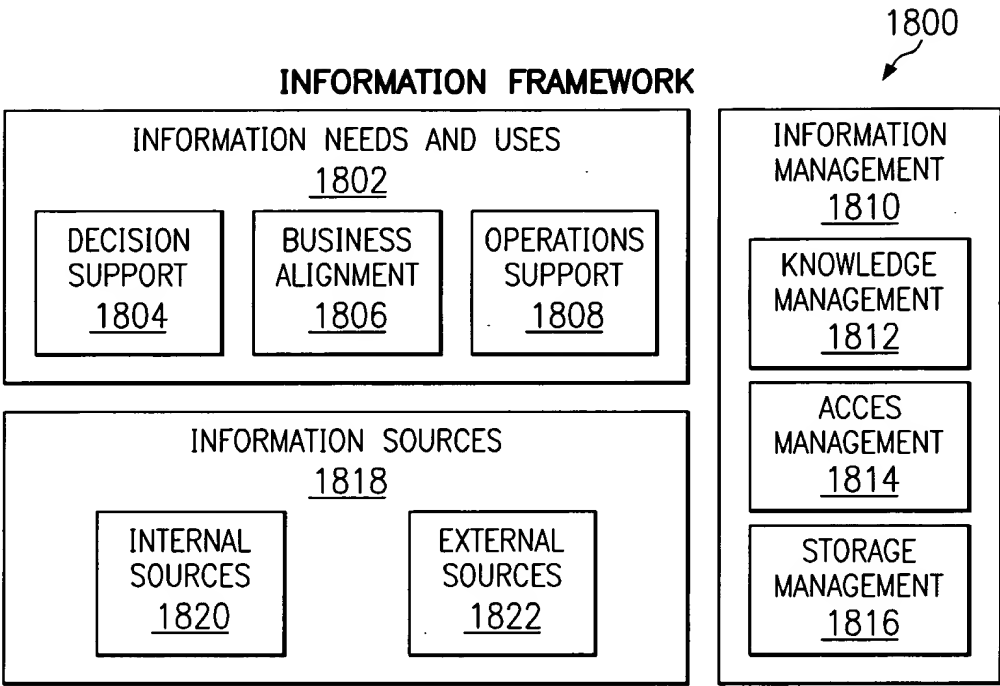


FIG. 18

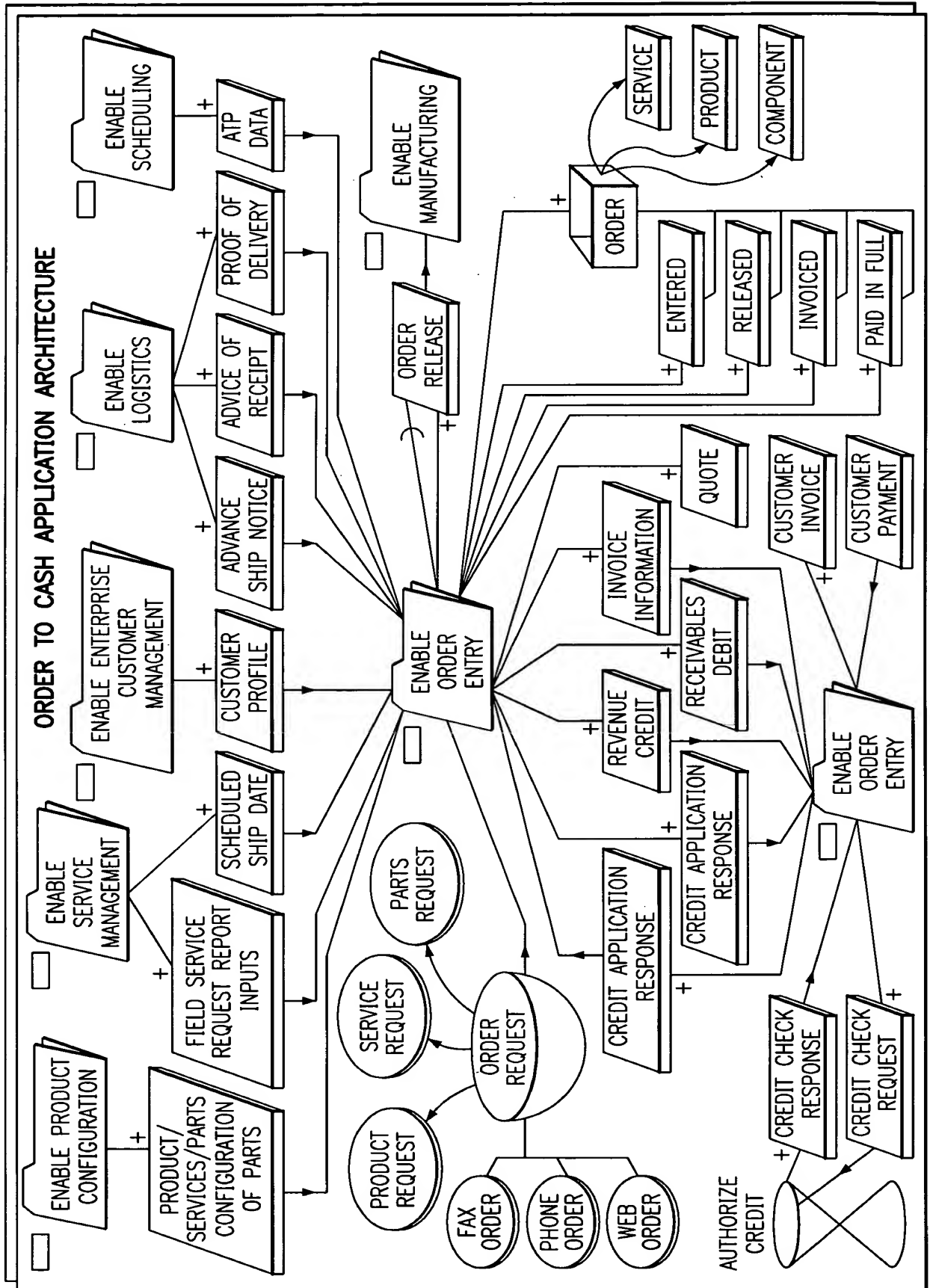
IT Component	Design Standard(s)	"Benchmark" Product Set(s) Recommendation (for Requirements Definition)
Finance/Accounting	GAAP	PeopleSoft Payables or equivalent
	FASB	PeopleSoft Receivables or equivalent
	EFT	PeopleSoft General Ledger or equivalent
	SQL	PeopleSoft Project or equivalent
	ODBC	PeopleSoft Expenses
	JDBC	PeopleSoft Treasury or equivalent
Human Resources	COBRA	PeopleSoft HRMS, J.D. Edwards, Geac SmartStream HR or equivalent
Asset Management		PeopleSoft Distribution or equivalent
		PeopleSoft Materials Management or equivalent

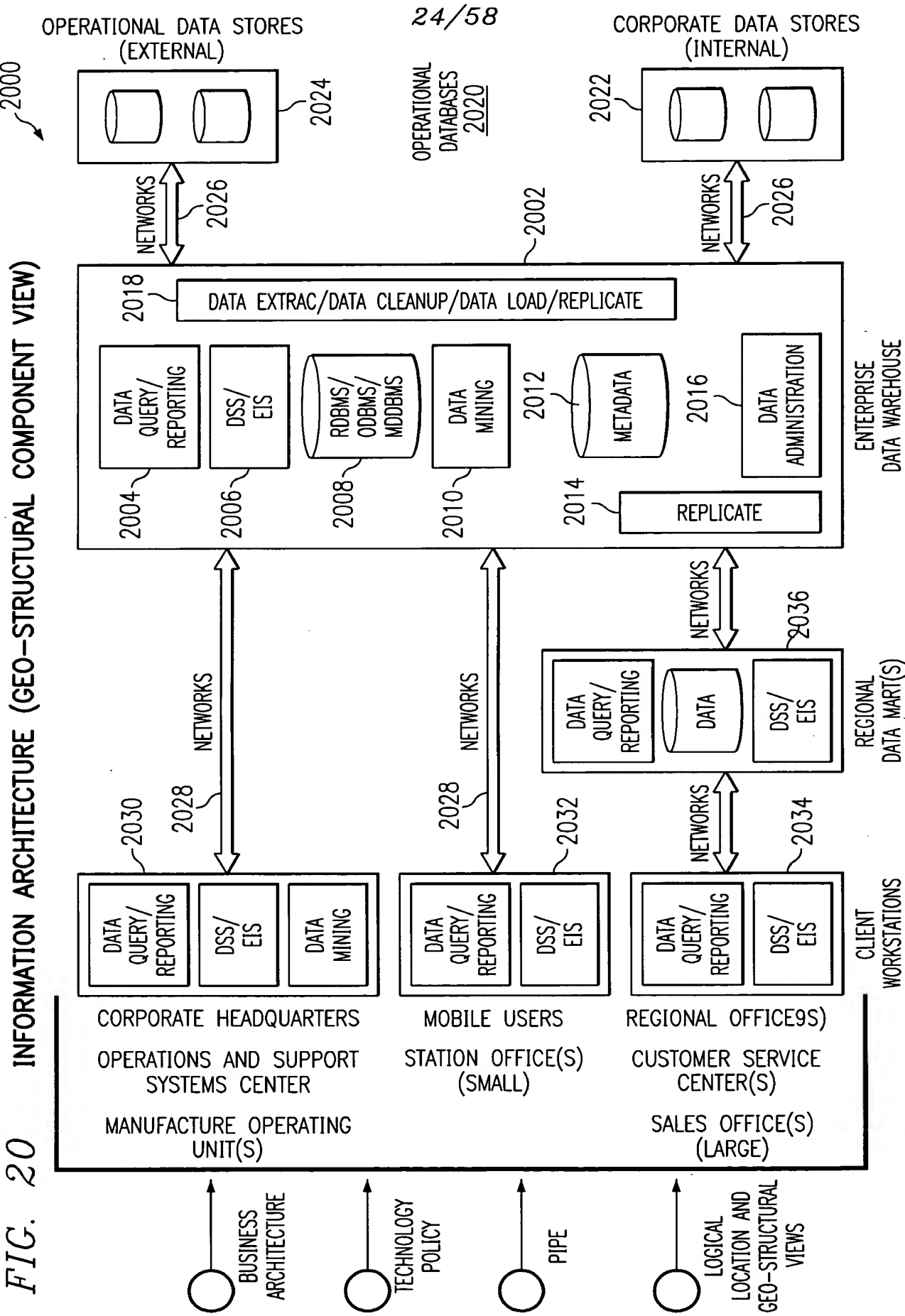
FIG. 26

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1900

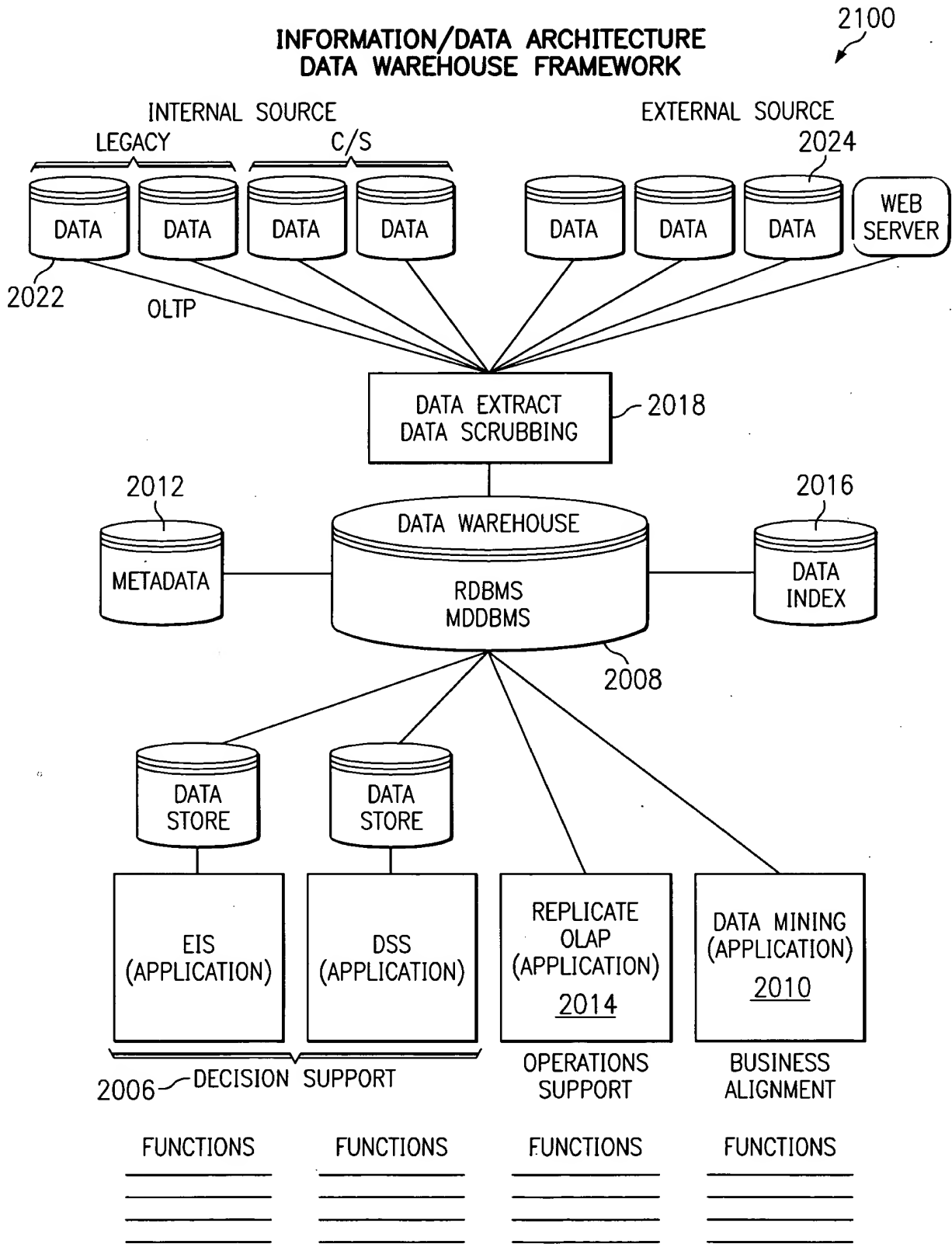
FIG. 19







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APPROVED	O.G. FIG.	
BY	CLASS	SUBCLASS
DRAFTSMAN		

U.S. Serial No. 09/378,514 Filed: 03/20/99  
 Inventor: Myrick, et al. (Page 26 of 58)  
 Express Mail Label EL759182364US 70-99-002  
 (014208.1334)

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**INFORMATION APPLICATIONS SOFTWARE PORTFOLIO (INTEGRATION MATRIX)  
 ENTERPRISE INFORMATION/APPLICATION/SYSTEMS MANAGEMENT SOFTWARE PORTFOLIO (INTEGRATION MATRIX)**

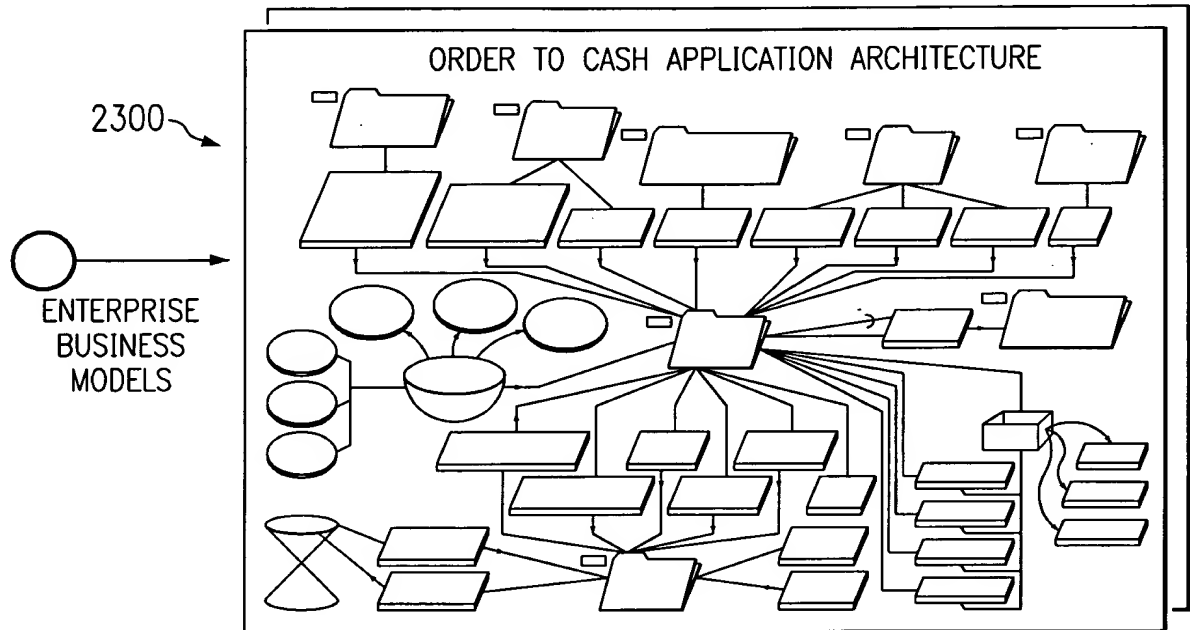
Value Streams/ Workflow Scenarios	Business Software Applications				Business Intelligence Software Applications				Systems Management Software Applications			
	App1 (Sales)	App2 (FI/CO)	App3 (IM)	App4 (GW)	App5 (EIS)	App6 (DIS)	App7 (GIS)	App8 (Data Mining)	App9 (Perf)	App10 (Security)	App11 (Networks)	App12 (Backup)
<b>Application Architecture</b>												
Order to Cash												
Prospect to Customer												
Policy to Compliance												
etc.												
<b>Information Architecture</b>												
Profitability Analysis												
Consumer Intelligence												
Operating Efficiency												
etc.												
<b>Systems Mgmt Architecture</b>												
Set IT Service Expectation												
Monitor IT												
Respond to IT Situation												
etc.												

FIG. 22

2200

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## INTEGRATED APPLICATION/INFORMATION/SYSTEMS MANAGEMENT ARCHITECTURE (VALUE STREAM ENABLEMENT)



### VALUE STREAMS ENABLED

Aggregate Value Streams	Value Streams
Future Building	Insight to Strategy
	Vision to Engineered Enterprise
	Discovery to Proven Capability
	Plan to Business Results
	Relationship to Partnership
Customer Facing	Prospect to Customer
	Order to Cash
	Manufacturing to Distribution
	Service to Delivery
Business Enabling	Forecast to Plan
	Requisition to Payables
	Aquisition to Obsolescence
	Financial Close to Reporting
	Resource Expectation to Predictable Results
	Policy to Compliance
	Arbitration to Settlement
People Caring	Awareness to Prevention
	Recruitment to Retirement

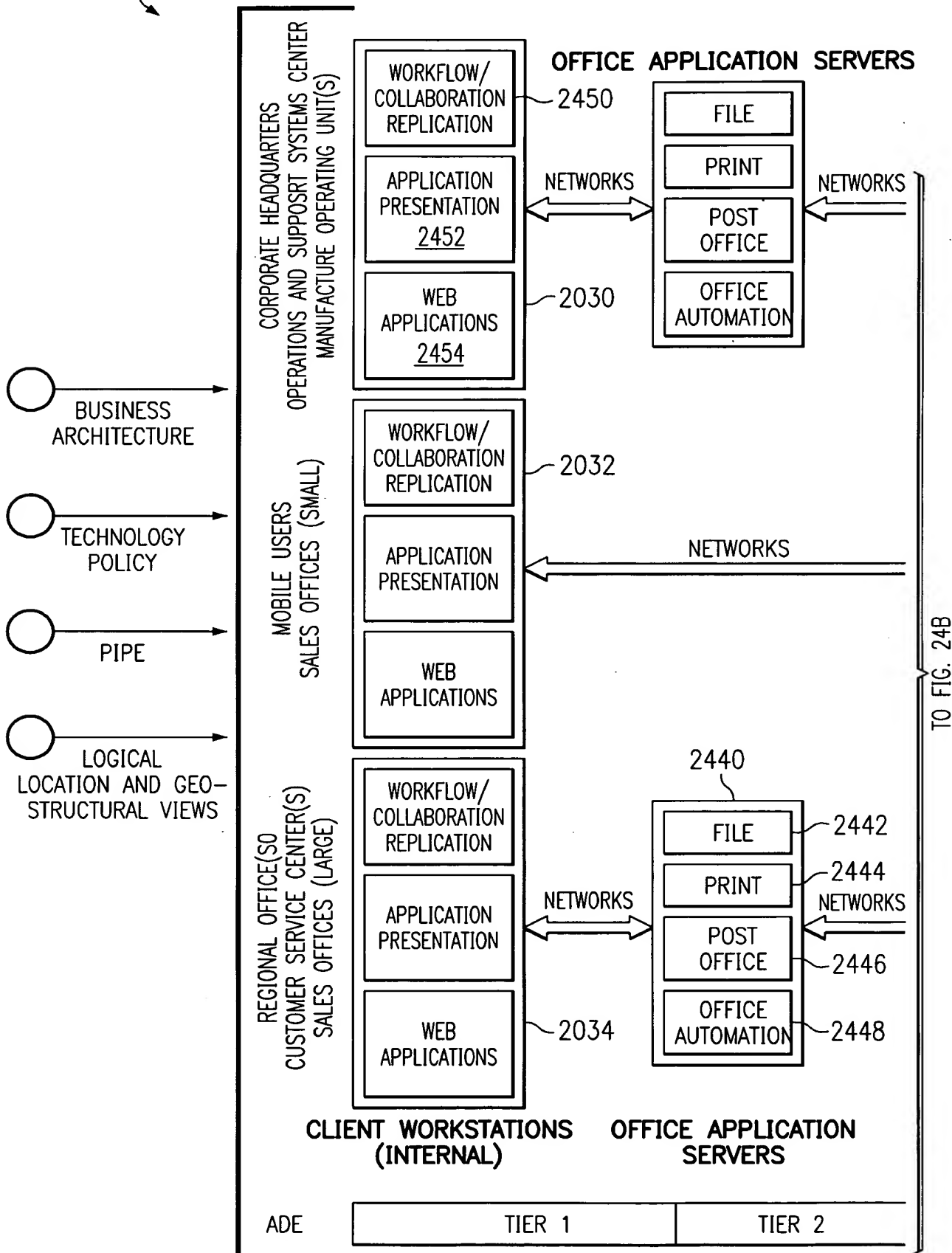
FIG. 23

28/58

FIG. 24A

# APPLICATION ARCHITECTURE (GEO-STRUCTURAL COMPONENT VIEW)

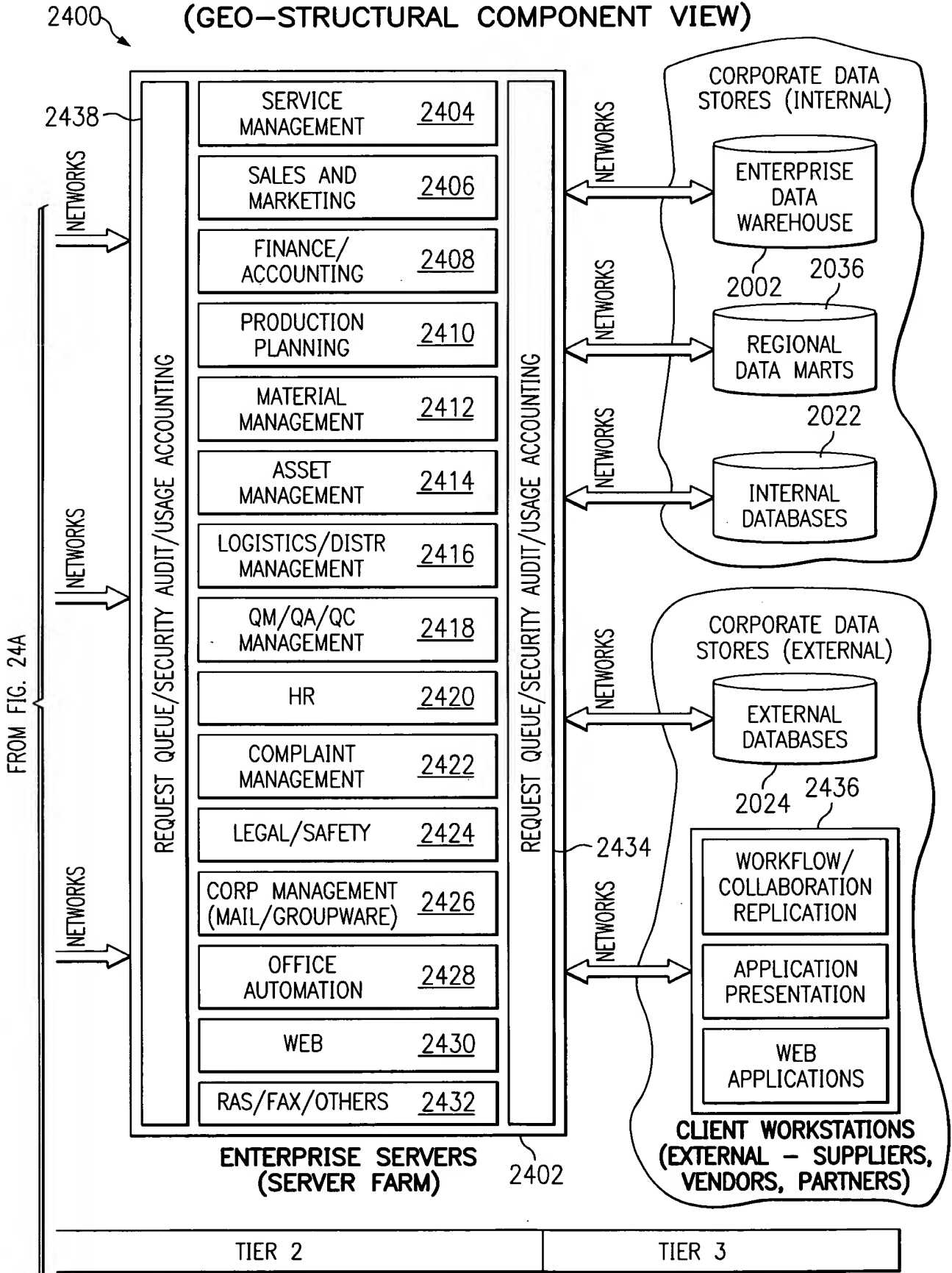
2400



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FIG. 24B

APPLICATION ARCHITECTURE  
 (GEO-STRUCTURAL COMPONENT VIEW)



APPROVED	O.G. FIG.	
BY	CLASS	SUBCLASS
DRAFTSMAN		

U.S. Serial No. 09/378,514 Filed: 08.20.99  
 Inventor: Myrick, et al. (Page 30 of 58)  
 Express Mail Label EL759182364US 70-99-002  
 (014208.1334)

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**ENTERPRISE APPLICATION SOFTWARE PORTFOLIO (INTEGRATION MATRIX)**  
**ENTERPRISE INFORMATION/APPLICATION/SYSTEMS MANAGEMENT SOFTWARE PORTFOLIO (INTEGRATION MATRIX)**

Value Streams/ Workflow Scenarios	Business Software Applications				Business Intelligence Software Applications				Systems Management Software Applications			
	App1 (Sales)	App2 (FI/CO)	App3 (IM)	App4 (GW)	App5 (EIS)	App6 (DIS)	App7 (GIS)	App8 (Data Mining)	App9 (Perf)	App10 (Security)	App11 (Networks)	App12 (Backup)
Application Architecture												
Order to Cash												
Prospect to Customer												
Policy to Compliance												
etc.												
Information Architecture												
Profitability Analysis												
Consumer Intelligence												
Operating Efficiency												
etc.												
Systems Mgmt Architecture												
Set IT Service Expectation												
Monitor IT												
Respond to IT Situation												
etc.												

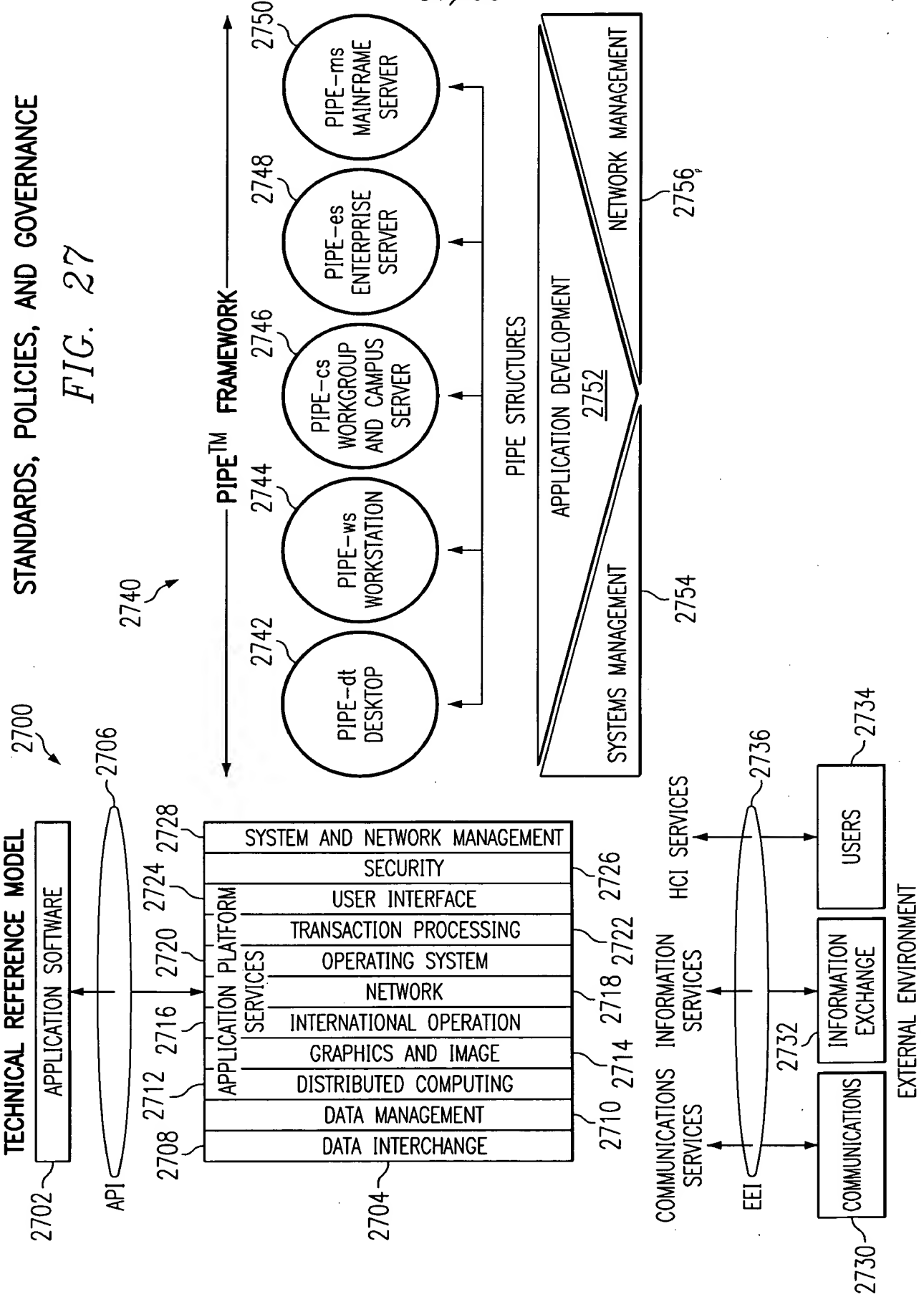
FIG. 25

2500

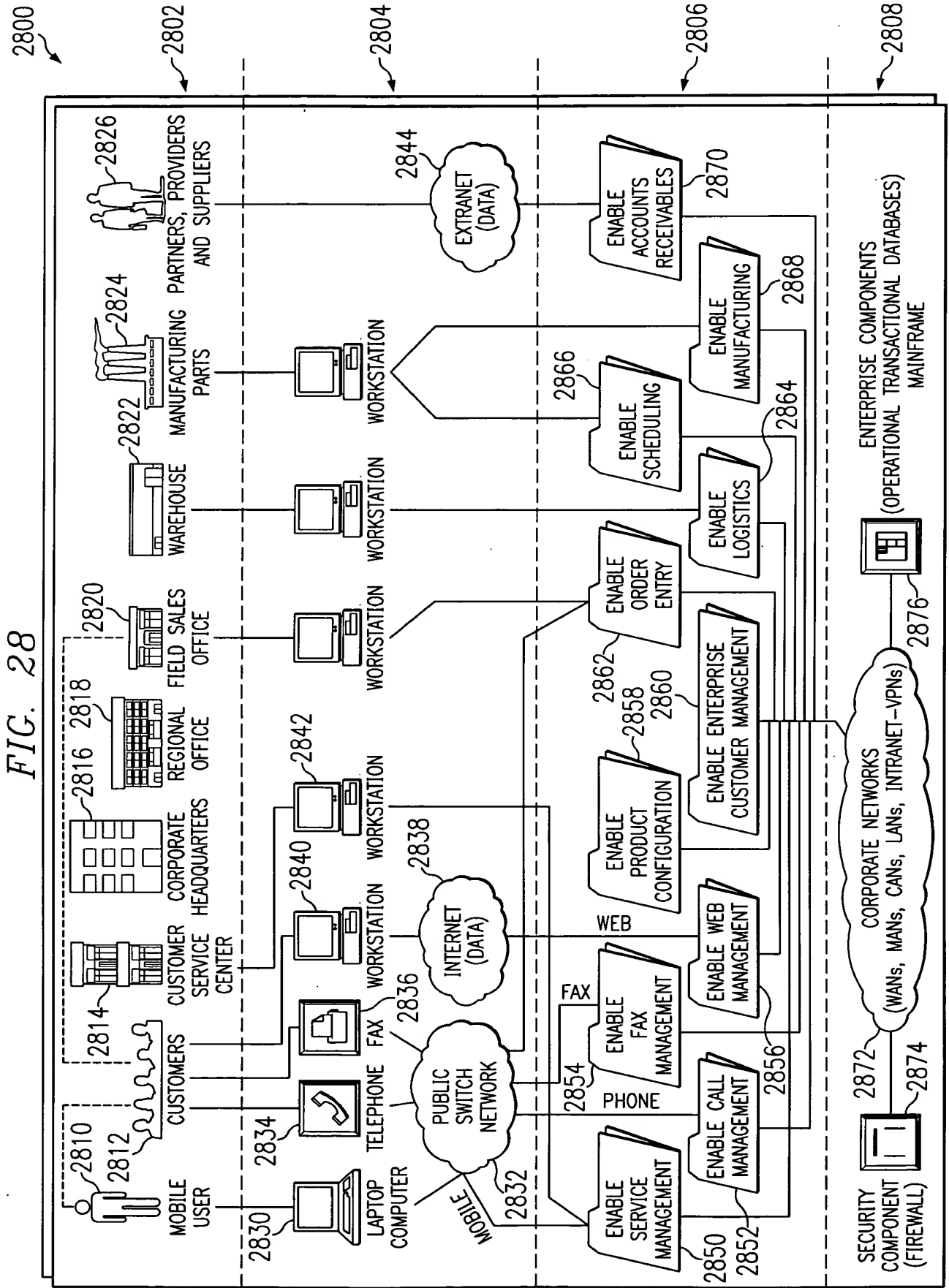
31/58

# STANDARDS, POLICIES, AND GOVERNANCE

FIG. 27



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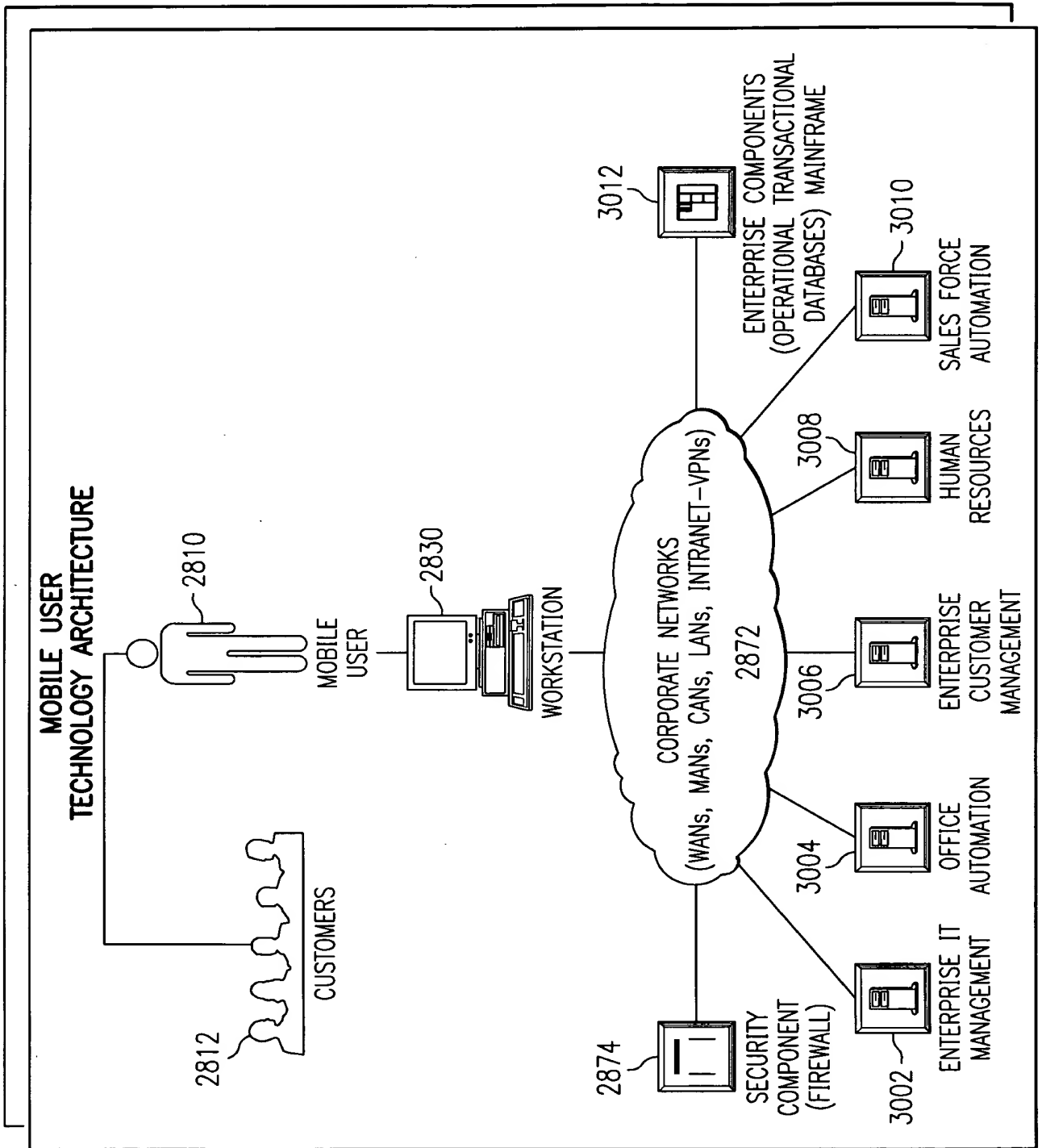
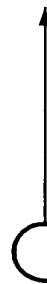


FIG. 30



LOGICAL LOCATION

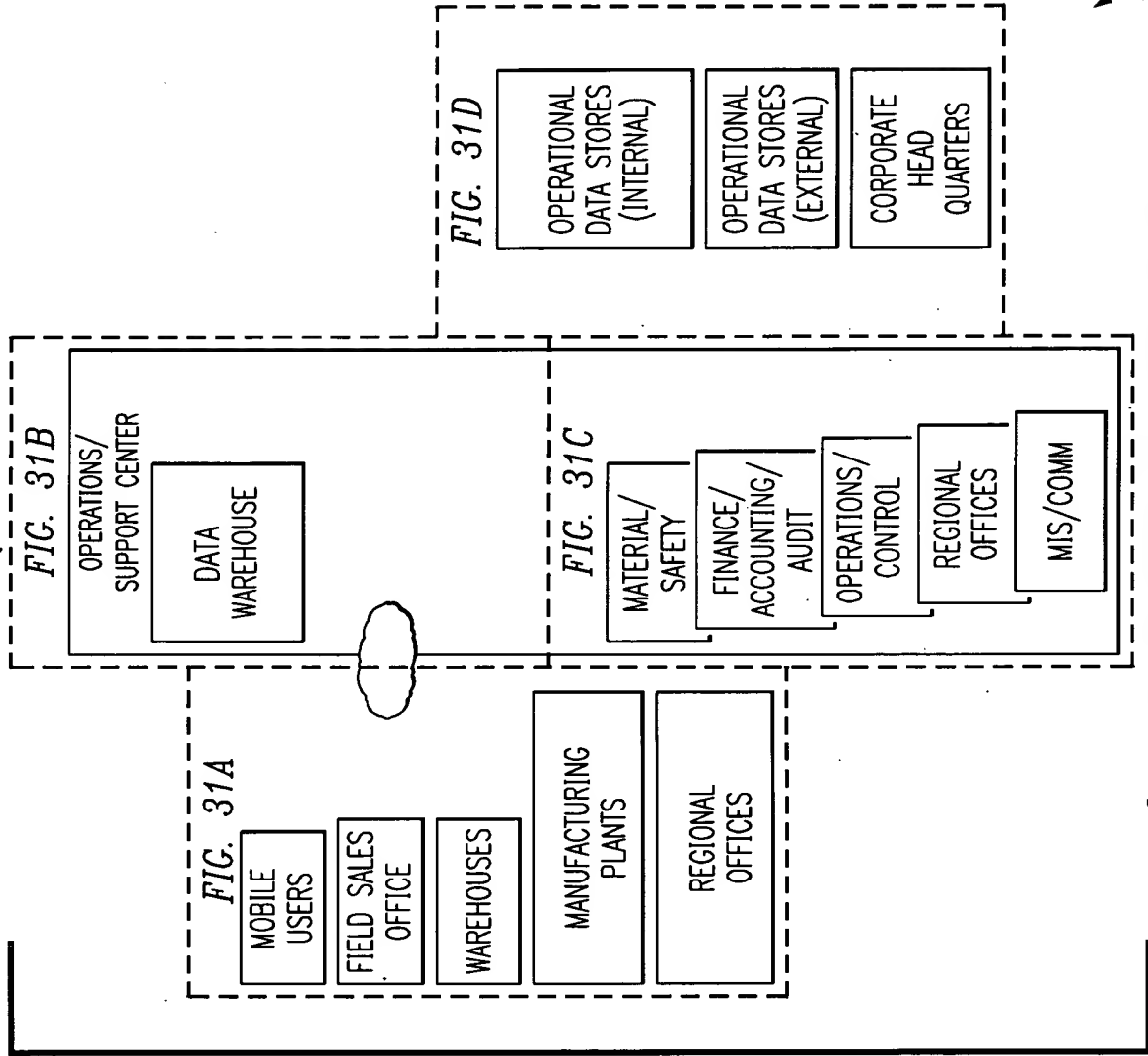
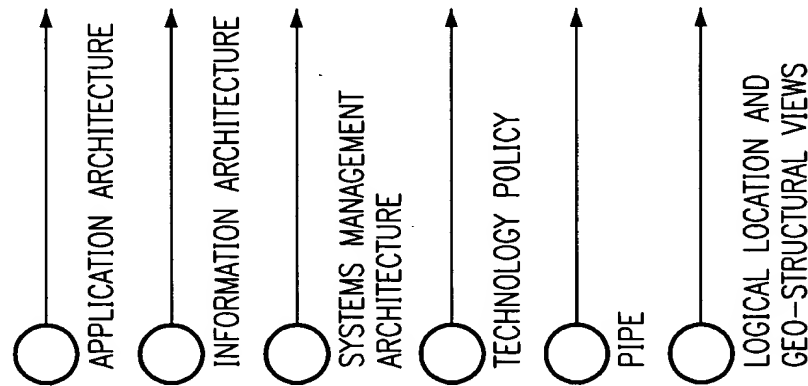


LOGICAL SOFTWARE COMPONENTS

3000

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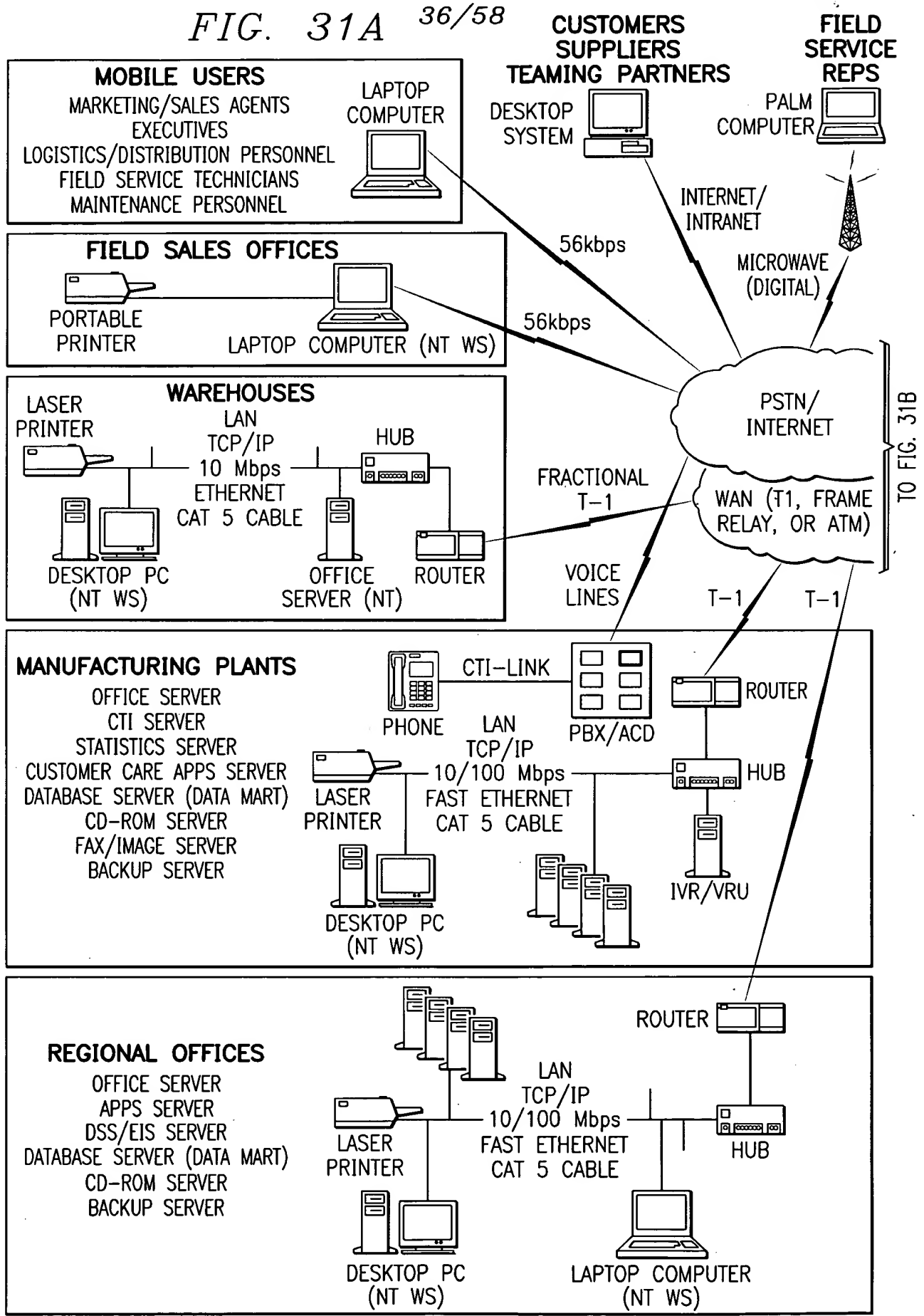
# TECHNOLOGY INFRASTRUCTURE ARCHITECTURE (GEO-STRUCTURAL COMPONENT VIEW)



[PLATFORM REQUIREMENTS AND CHARACTERISTICS  
 (MAPPED TO GEO-STRUCTUREAL COMPONENT VIEW)]

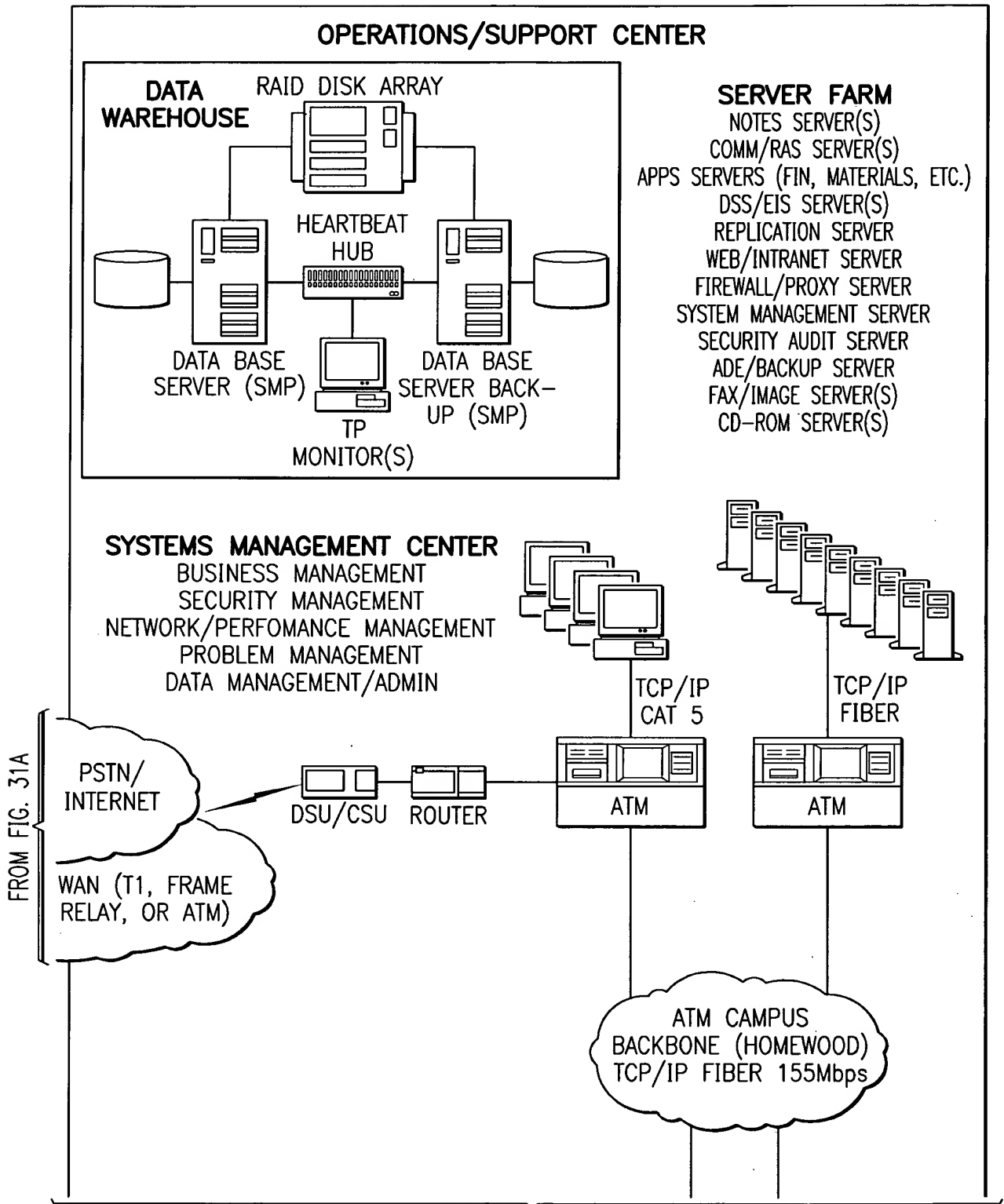
FIG. 31

FIG. 31A 36/58



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FIG. 31B

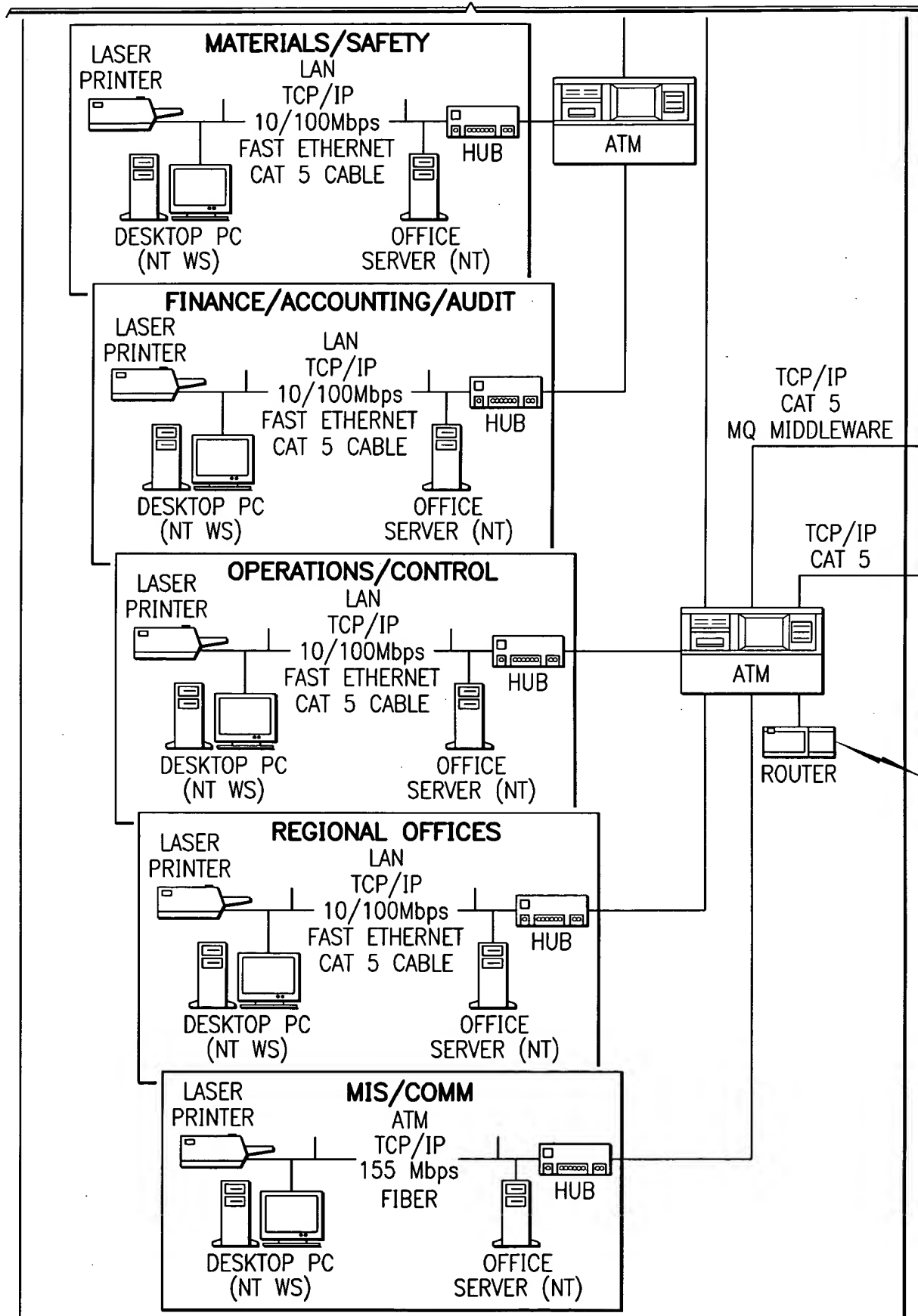


TO FIG. 31C

38/58

FIG. 31C

FROM FIG. 31B



TO FIG. 31D

APPROVED	O.G. FIG.	
BY	CLASS	SUBCLASS
DRAFTSMAN		

U.S. Serial No. 09/378,514 Filed: 08/20/00  
 Inventor: Myrick, et al. (Page 39 of 58)  
 Express Mail Label EL759182364US 70-99-002  
 (014208.1334)

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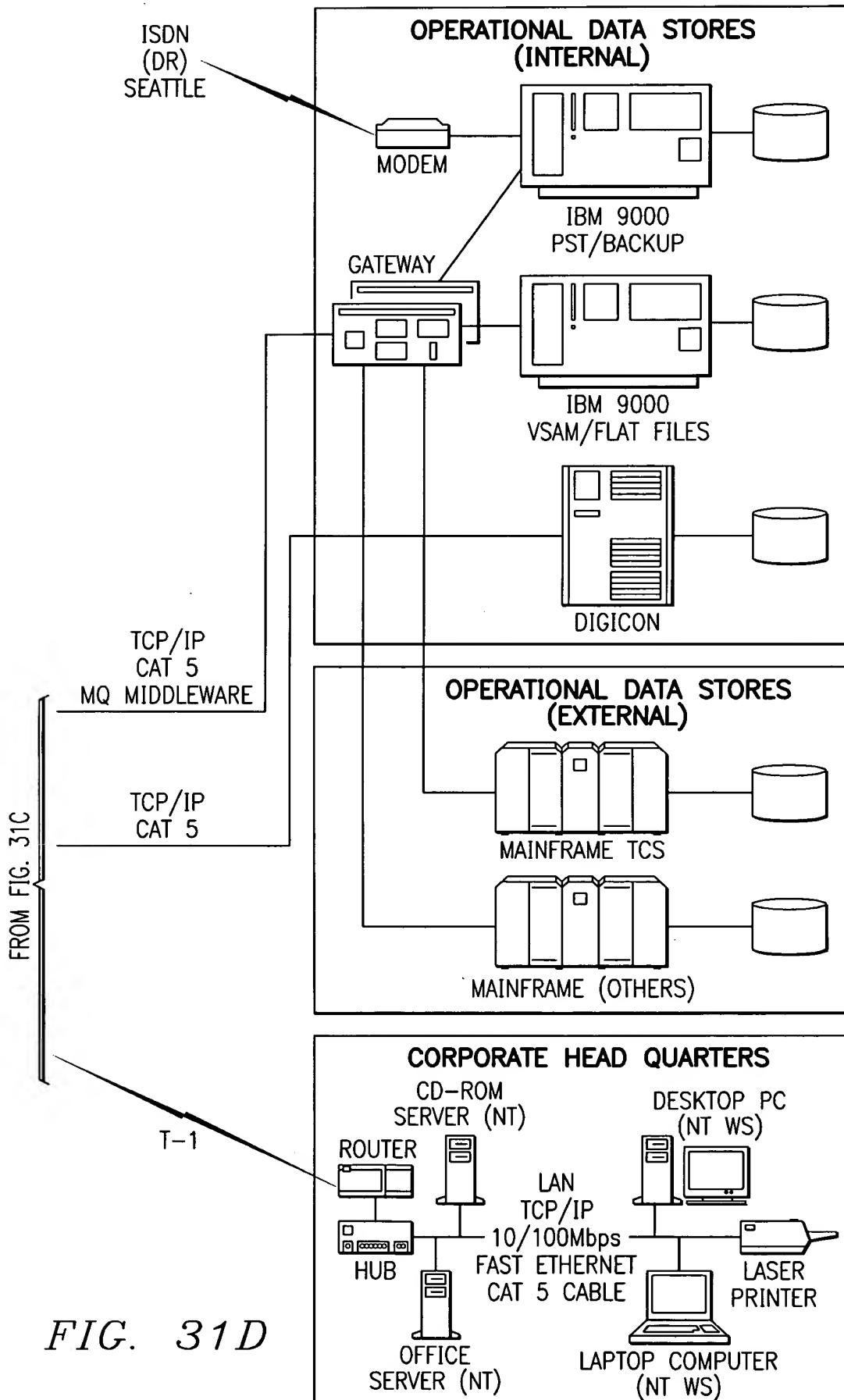


FIG. 31D

APPROVED	O.G. FIG.	
BY	CLASS	SUBCLASS
DRAFTSMAN		

U.S. Serial No. 09/378,514 Filed: 08/07/99  
 Inventor: Myrick, et al. (Page 40 of 58)  
 Express Mail Label EL759182364US 70-99-002  
 (014208.1334)

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# TECHNOLOGY INFRASTRUCTURE ARCHITECTURE "BEST PRACTICES" RECOMMENDATIONS

IT Component	Design Standard(s)	"Benchmark" Product Set(s) Recommendation (for Requirements Definition)
Data Warehouse Server(s)	SMP Platforms with RAID 5	Sequent, HP, SunSPARC, or equivalent
	64-bit processors	
	PCI - SCSI-3 or Fibre Channel	
	OS - UNIX (POSIX)1003.1	
Data Mart(s)	SMP Platform(s) with RAID 3	HP, Compaq, SunSPARC, or equivalent
	64-bit processors	
	PCI - SCSI-3 or Fibre Channel	
	OS - UNIX (POSIX)1003.1	
Data Administration Platform(s)	64-bit processors	HP, Compaq, SunSPARC, or equivalent
	PCI - SCSI-2 or SCSI-3	
	OS - UNIX (POSIX)1003.1	
TP Monitors	X/Open XA/XA+	Tuxedo, Encina, or equivalent
	X/Open TxRPC	
	OS - UNIX (POSIX)1003.1	

FIG. 32

3200



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## ENTERPRISE IT MANAGEMENT FRAMEWORK ITU-T SYSTEMS MANAGEMENT BUSINESS MODEL

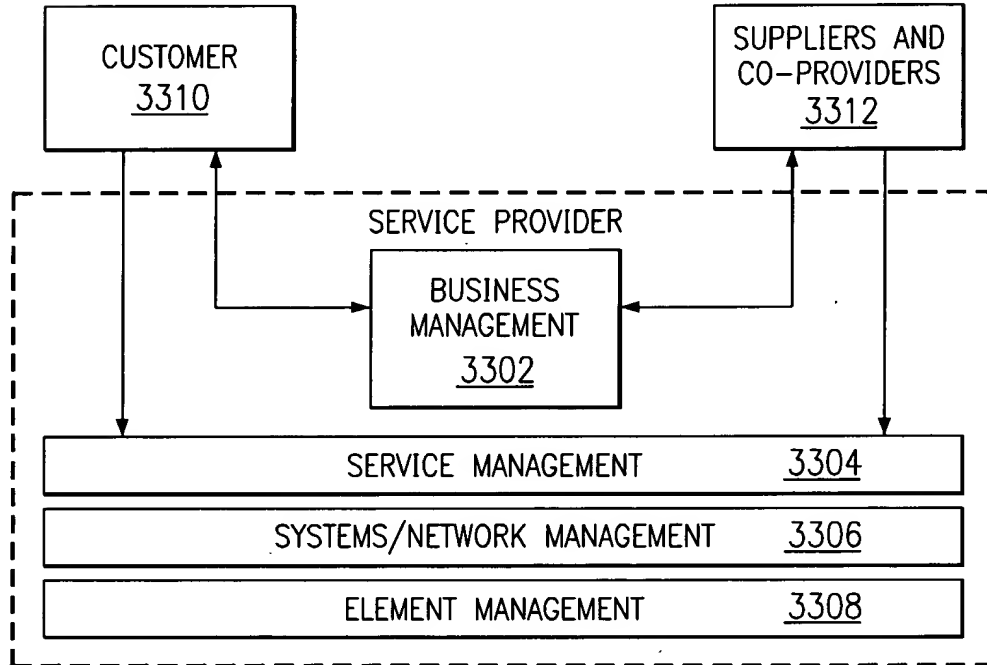


FIG. 33

3300

## STRATEGIC IT PLANNING

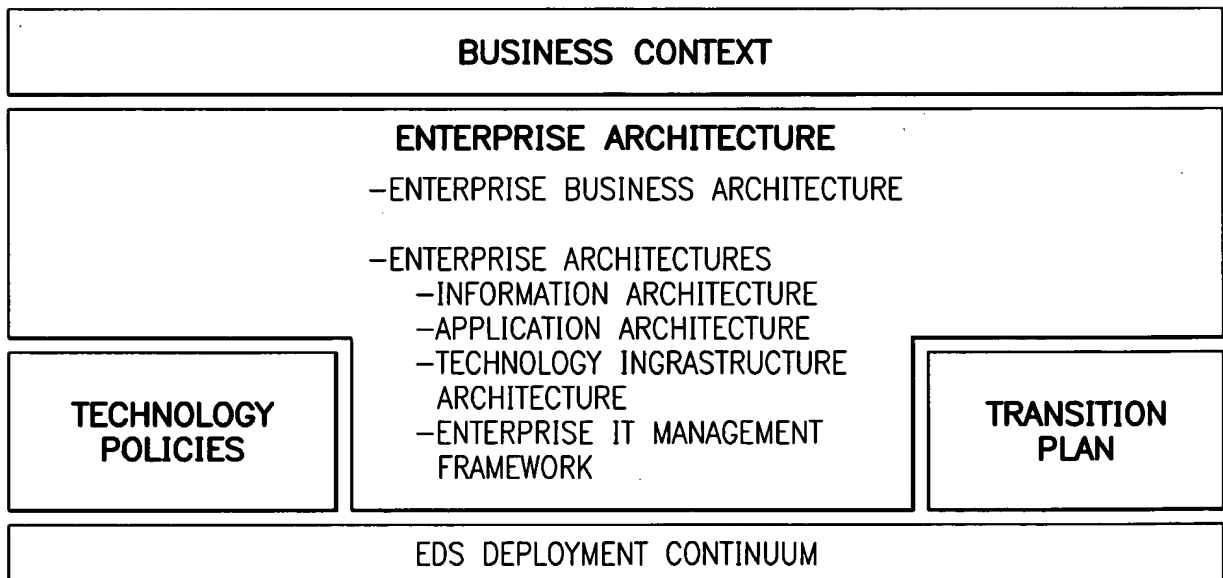


FIG. 45

APPROVED	O.G. FIG.
BY	CLASS SUBCLASS
DRAFTSMAN	

U.S. Serial No. 09/378,514 Filed: 08/08/99  
 Inventor: Myrick, et al. (Page 42 of 58)  
 Express Mail Label EL759182364US 70-99-002  
 (014208.1334)

42/58

# INTEGRATED APPLICATION/INFORMATION/SYSTEMS MANAGEMENT ARCHITECTURE

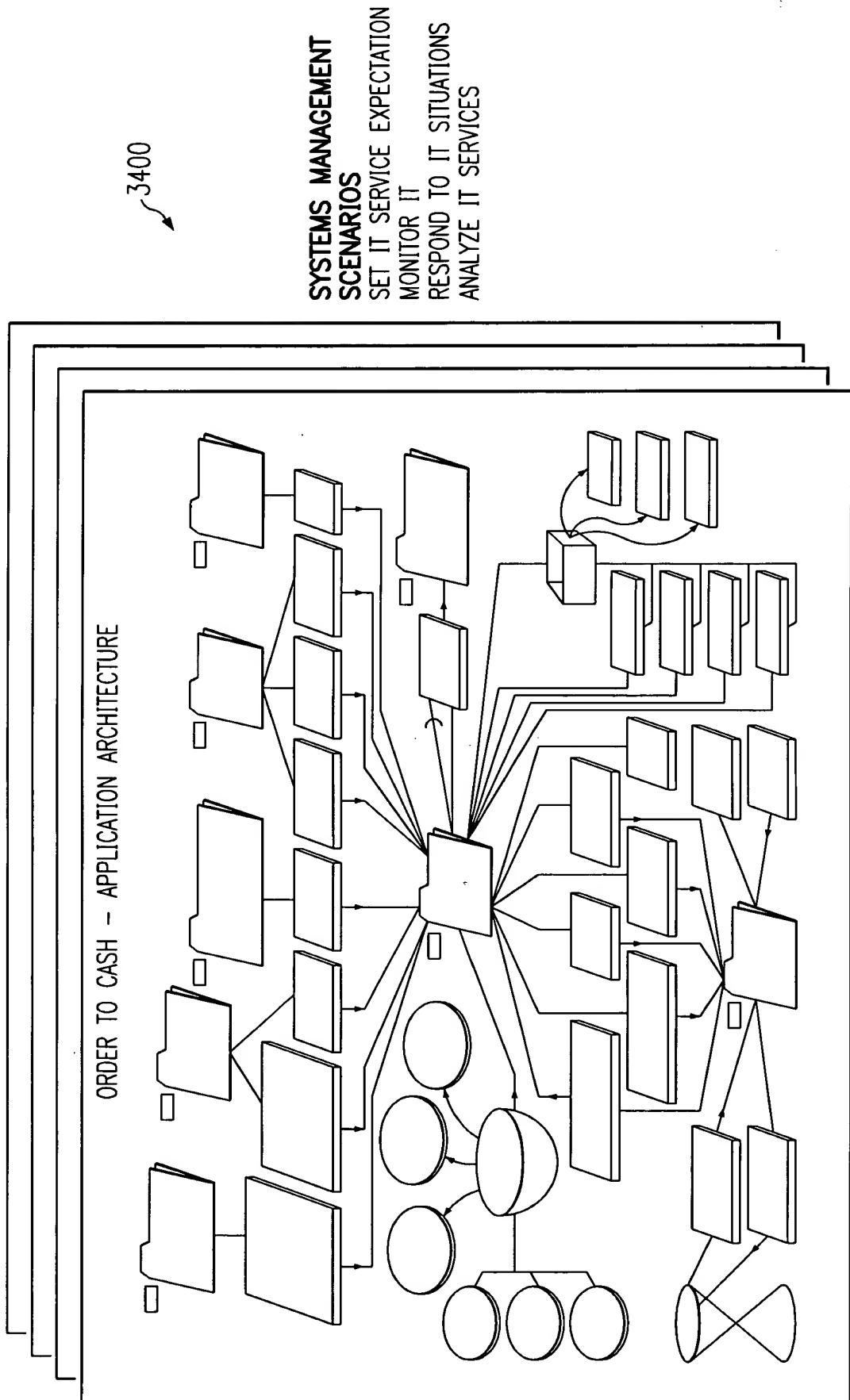


FIG. 34

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# IT SYSTEMS MANAGEMENT ARCHITECTURE (GEO-STRUCTURAL VIEW)

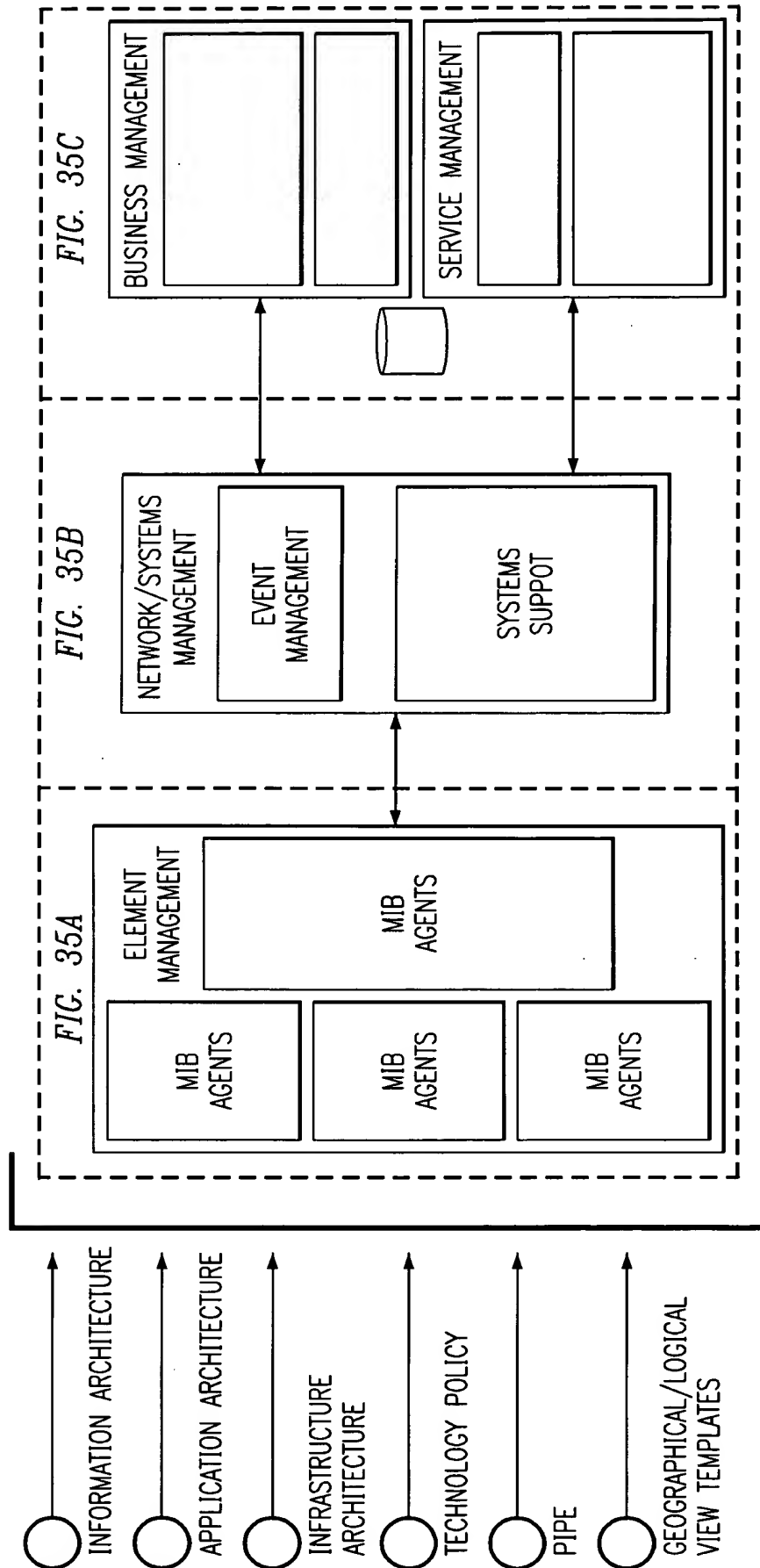
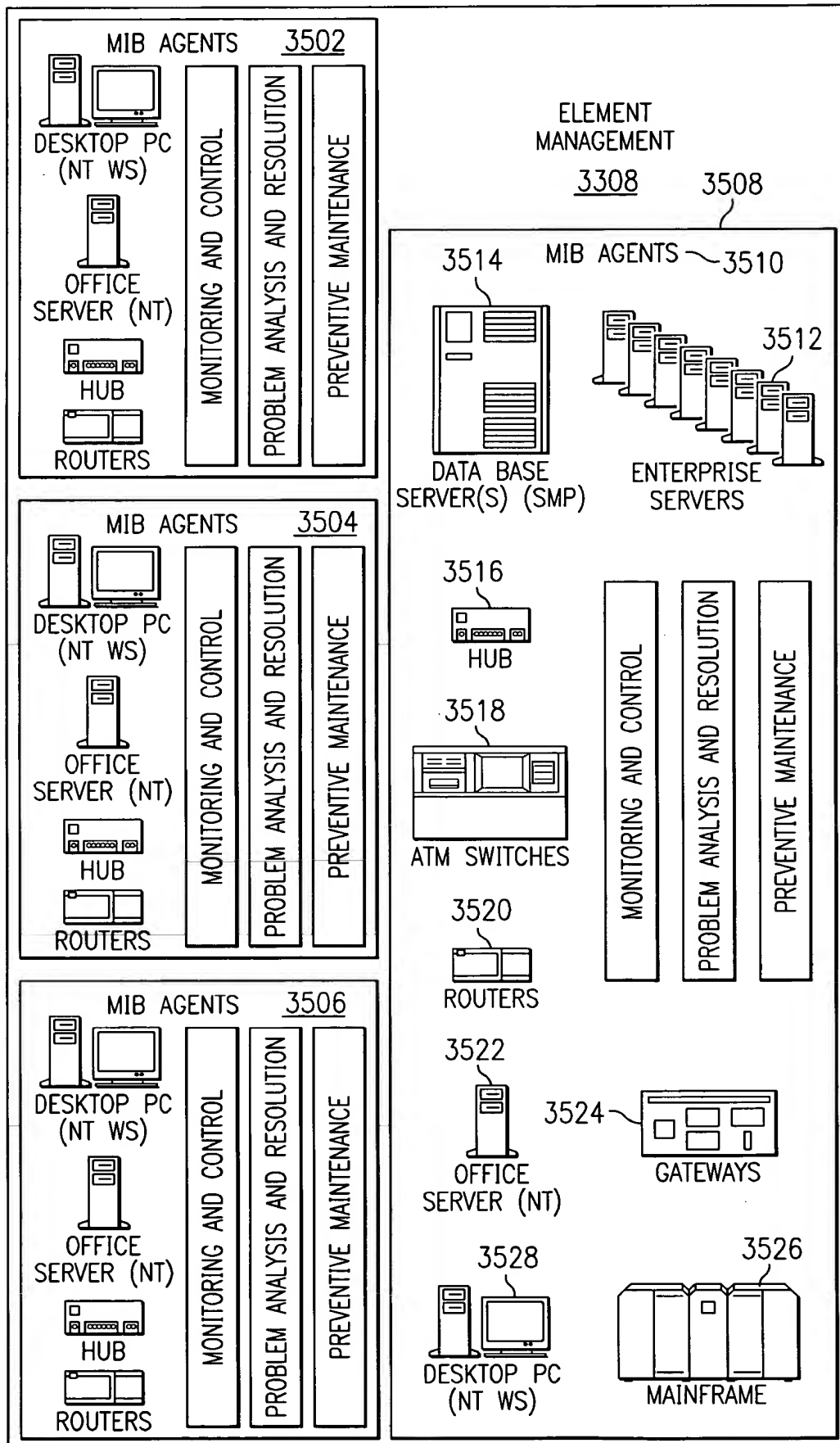


FIG. 35

3500

FIG. 35A 44/58



3500

NETWORKS  
3530  
TO FIG. 35B

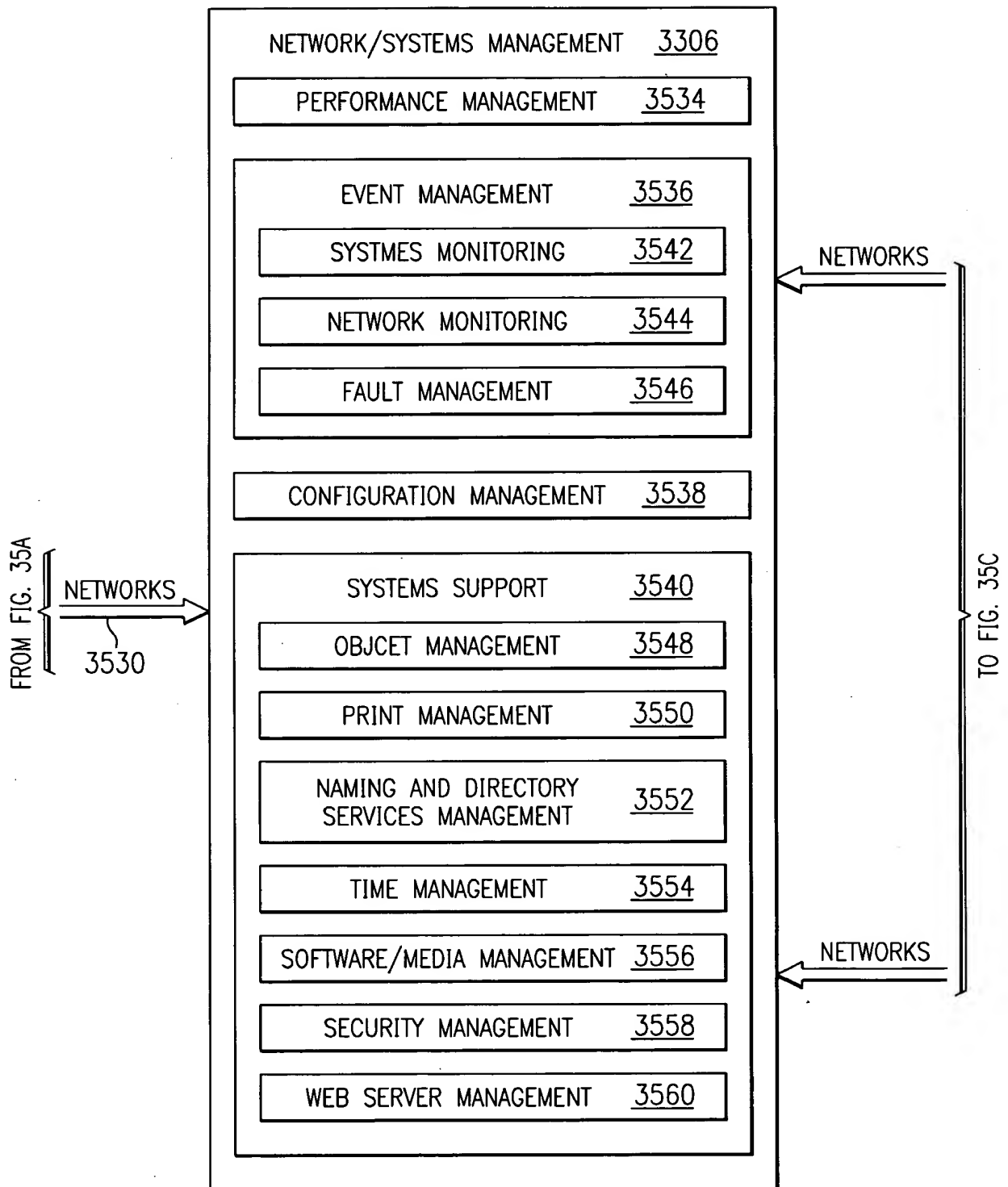
APPROVED	O.G. FIG.	
BY	CLASS	SUBCLASS
DRAFTSMAN		

U.S. Serial No. 09/378,514 Filed: 01/28/99  
 Inventor: Myrick, et al. (Page 45 of 58)  
 Express Mail Label EL759182364US 70-99-002  
 (014208.1334)

45/58

3532

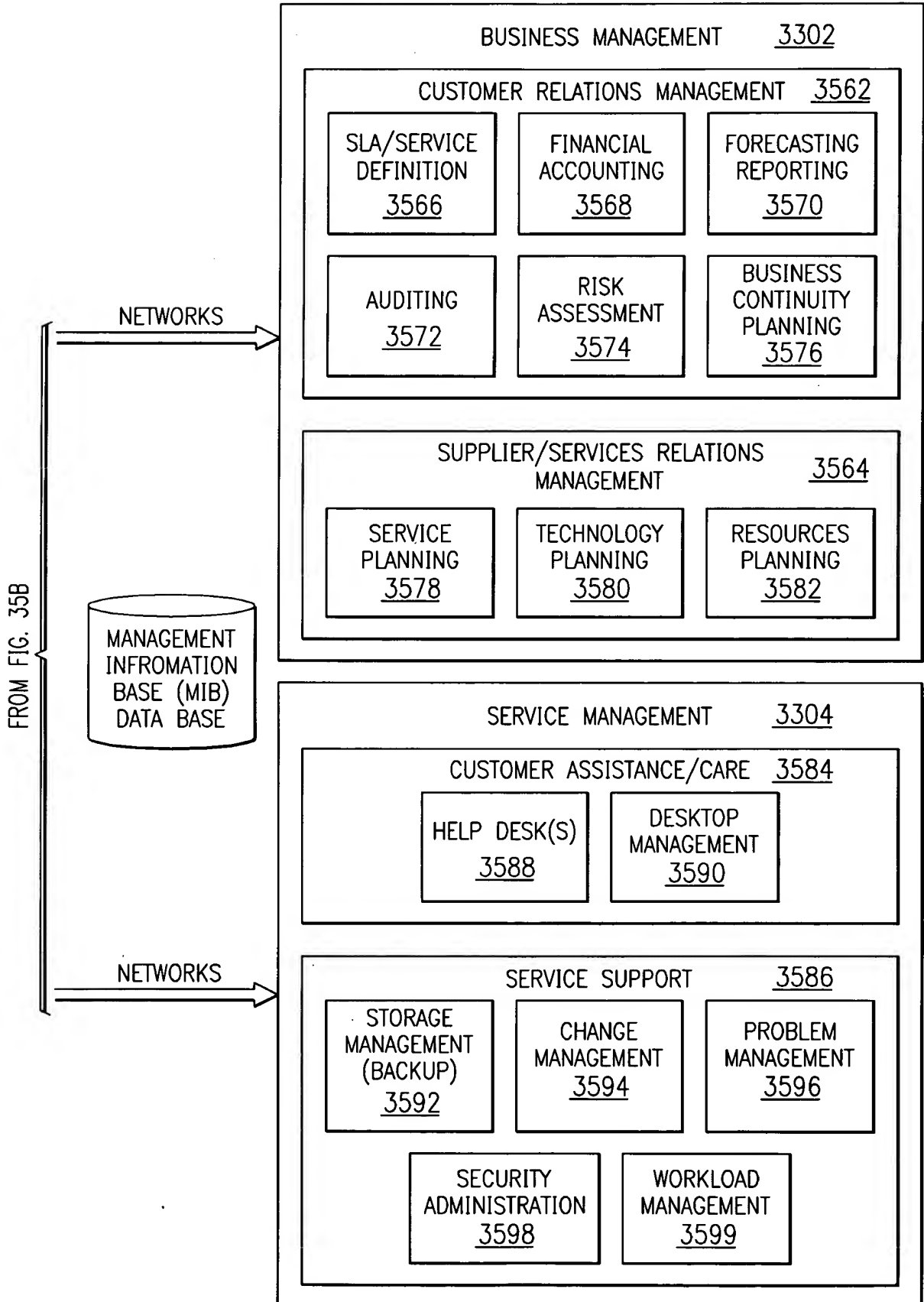
FIG. 35B



3500

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FIG. 35C



APPROVED	O.G. FIG.	
BY	CLASS	SUBCLASS
DRAFTSMAN		

U.S. Serial No. 09/378,514 Filed: 03/20/99  
 Inventor: Myrick, et al. (Page 47 of 58)  
 Express Mail Label EL759182364US 70-99-002  
 (014208.1334)

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IT SYSTEMS MANAGEMENT APPLICATION SOFTWARE PORTFOLIO (INTEGRATION MATRIX)  
 ENTERPRISE INFORMATION/APPLICATION/SYSTEMS MANAGEMENT SOFTWARE PORTFOLIO (INTEGRATION MATRIX)

Value Streams/ Workflow Scenarios	Business Software Applications				Business Intelligence Software Applications				Systems Management Software Applications			
	App1 (Sales)	App2 (FI/CO)	App3 (IM)	App4 (GW)	App5 (EIS)	App6 (DIS)	App7 (GIS)	App8 (Data Mining)	App9 (Perf)	App10 (Security)	App11 (Networks)	App12 (Backup)
<b>Application Architecture</b>												
Order to Cash												
Prospect to Customer												
Policy to Compliance												
etc.												
<b>Information Architecture</b>												
Profitability Analysis												
Consumer Intelligence												
Operating Efficiency												
etc.												
<b>Systems Mgmt Architecture</b>												
Set IT Service Expectation												
Monitor IT												
Respond to IT Situation												
etc.												

FIG. 36

3600

48/58

ENTERPRISE IT MANAGEMENT ORGANIZATIONAL FRAMEWORK (GEO-STRUCTURAL VIEW)

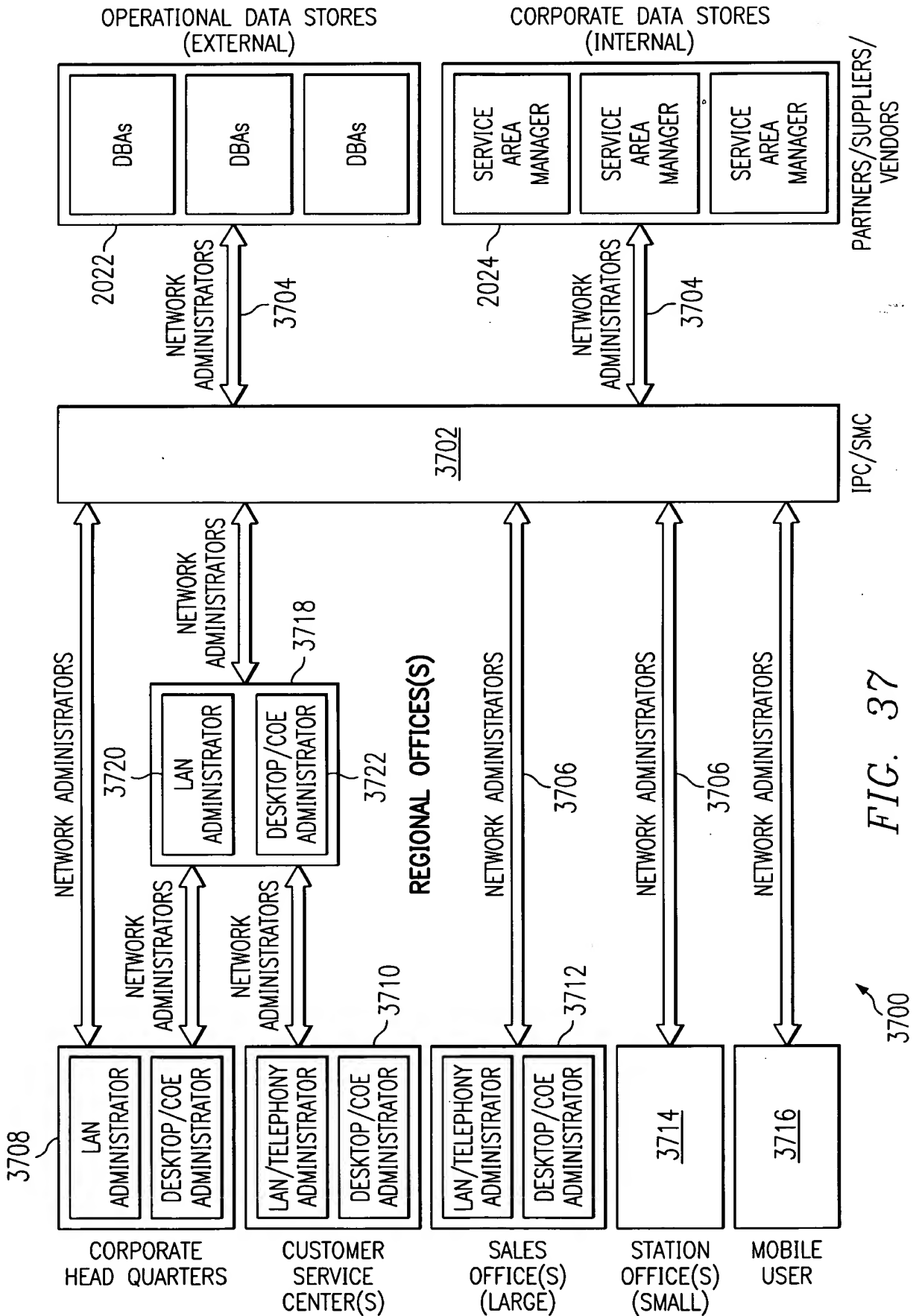


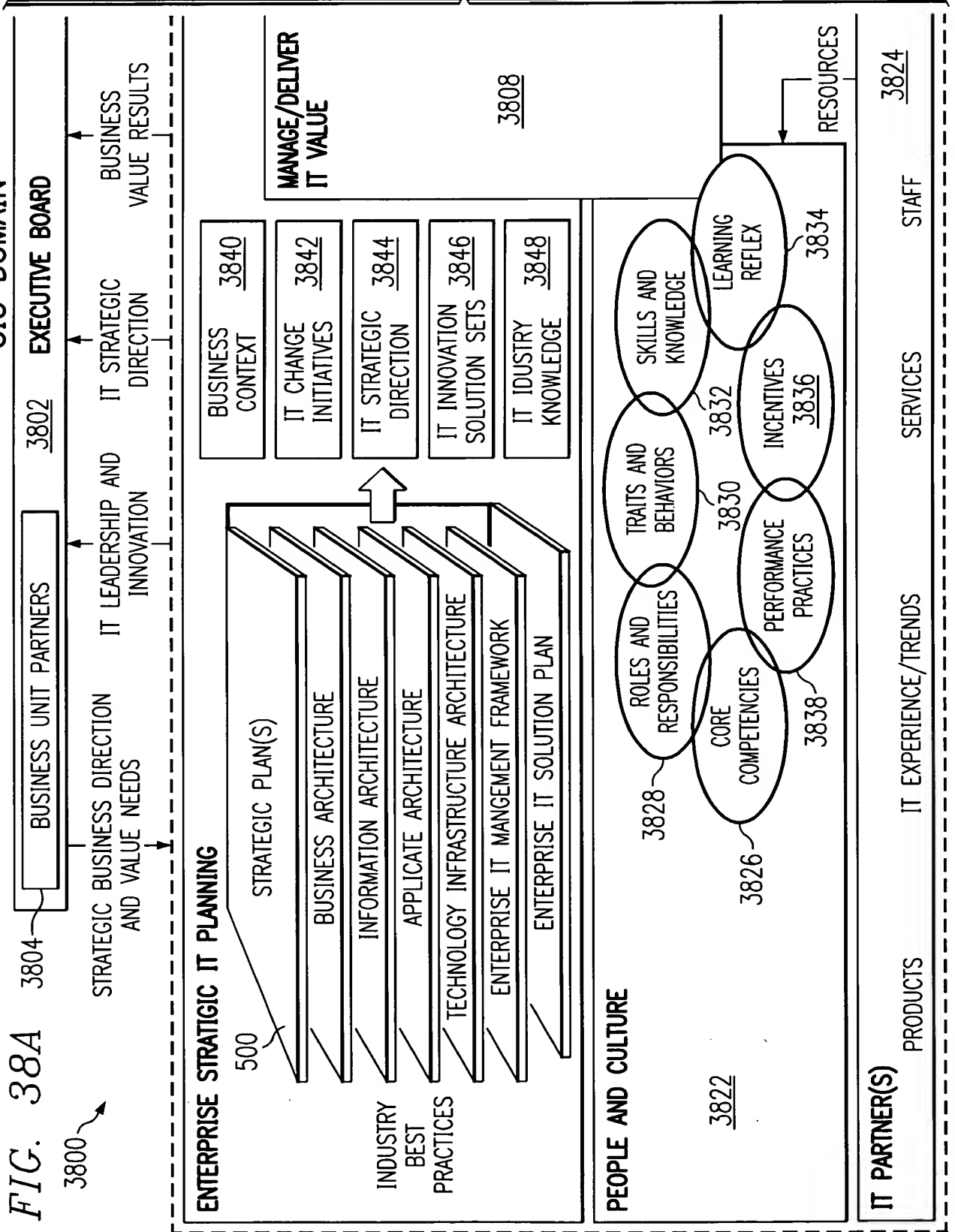
FIG. 37



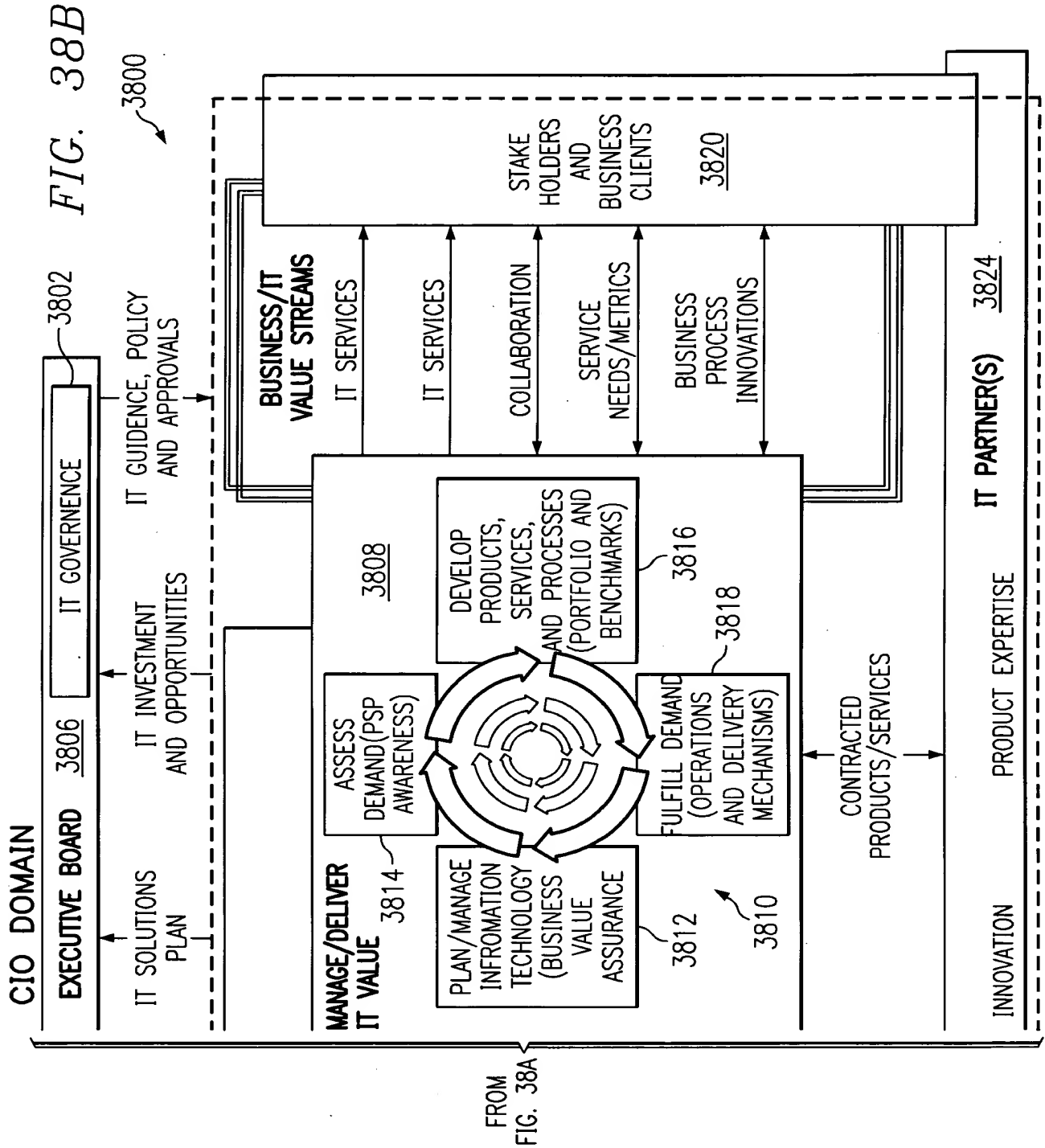
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TO  
FIG. 38B

# CIO DOMAIN



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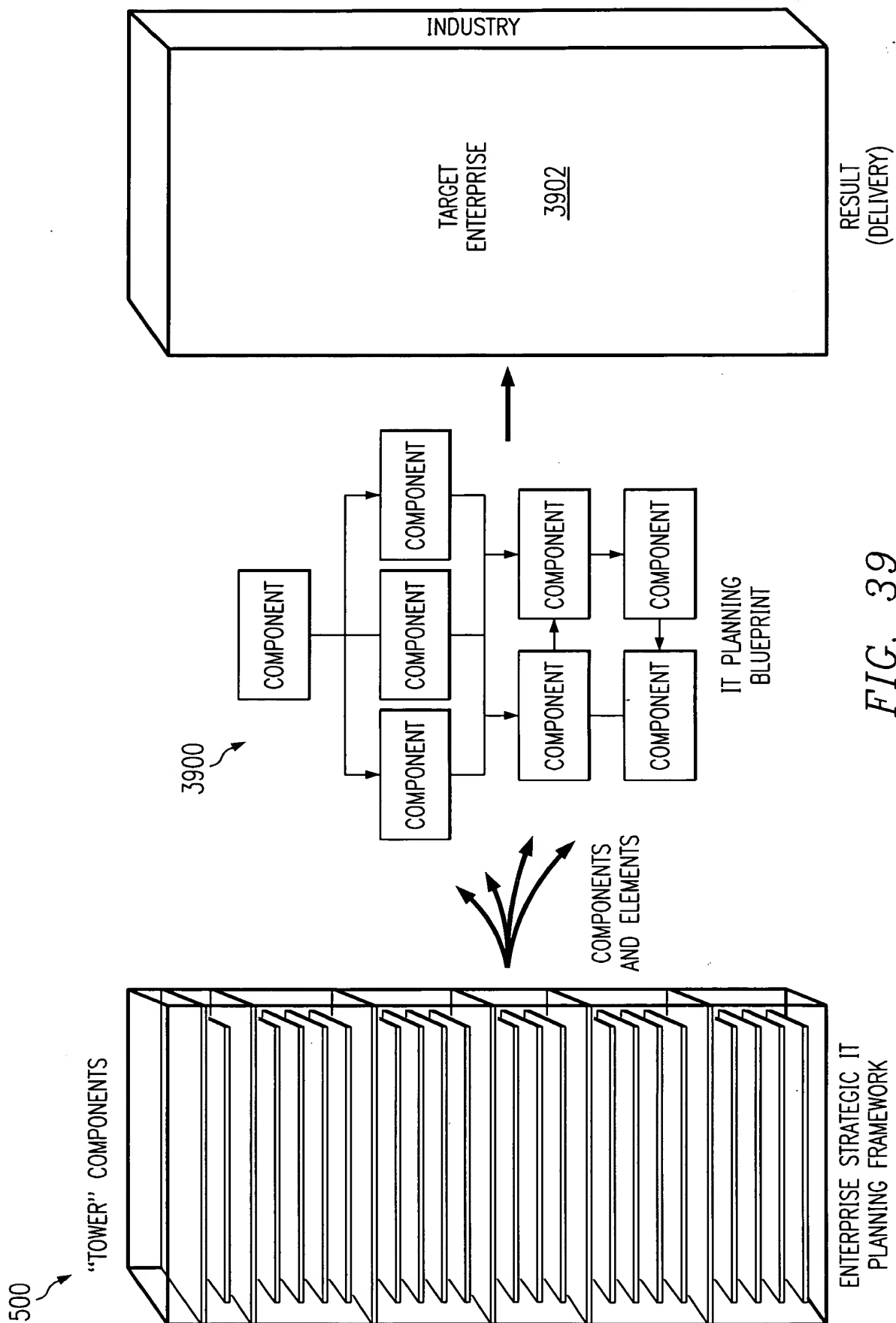


FIG. 39

APPROVED	O.G. FIG.	
BY	CLASS	SUBCLASS
DRAFTSMAN		

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 Express Mail Label EL759182364US 70-99-002  
 (014208.1334)

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## STRATEGIC IT PLANNING (BLUEPRINT)

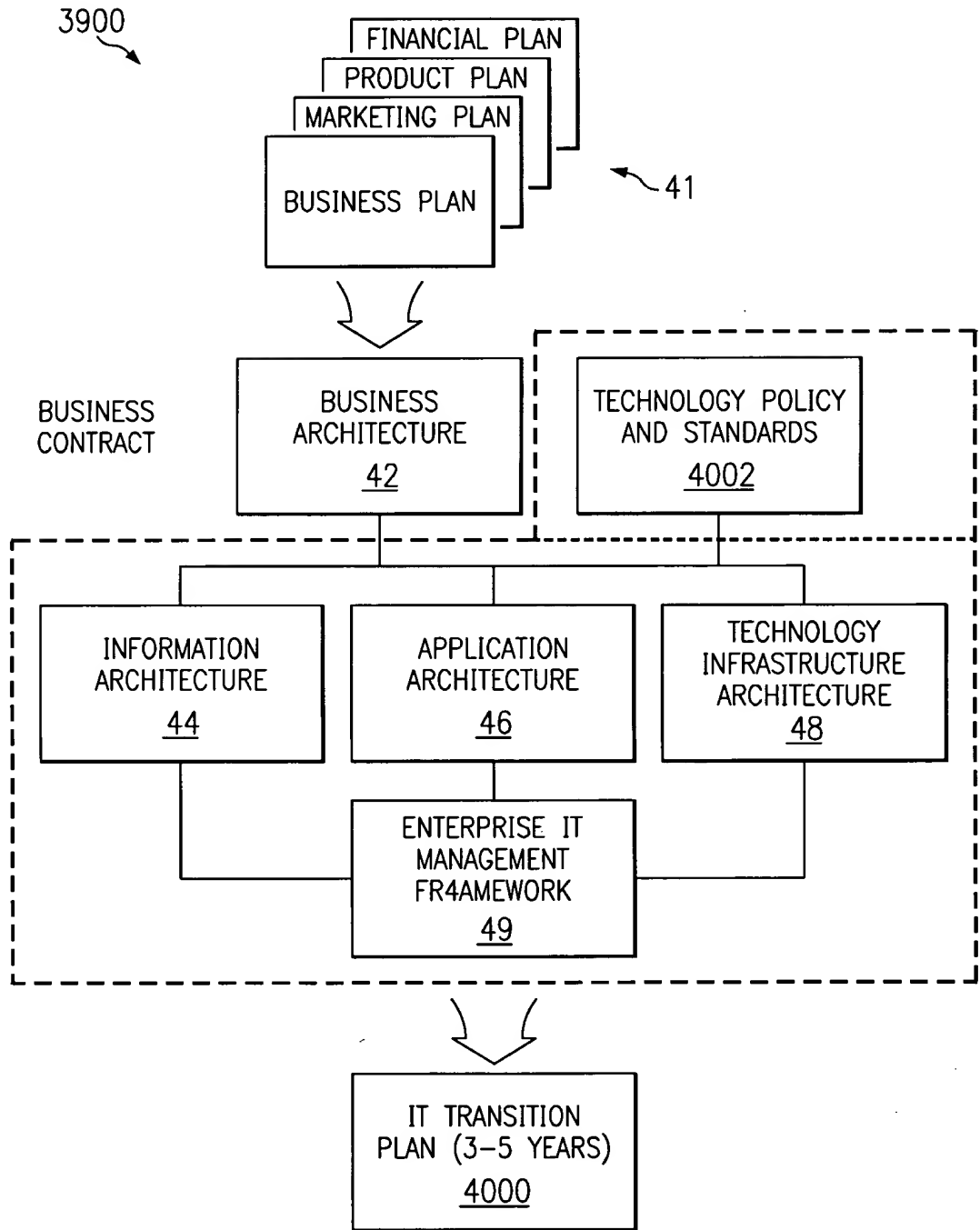


FIG. 40

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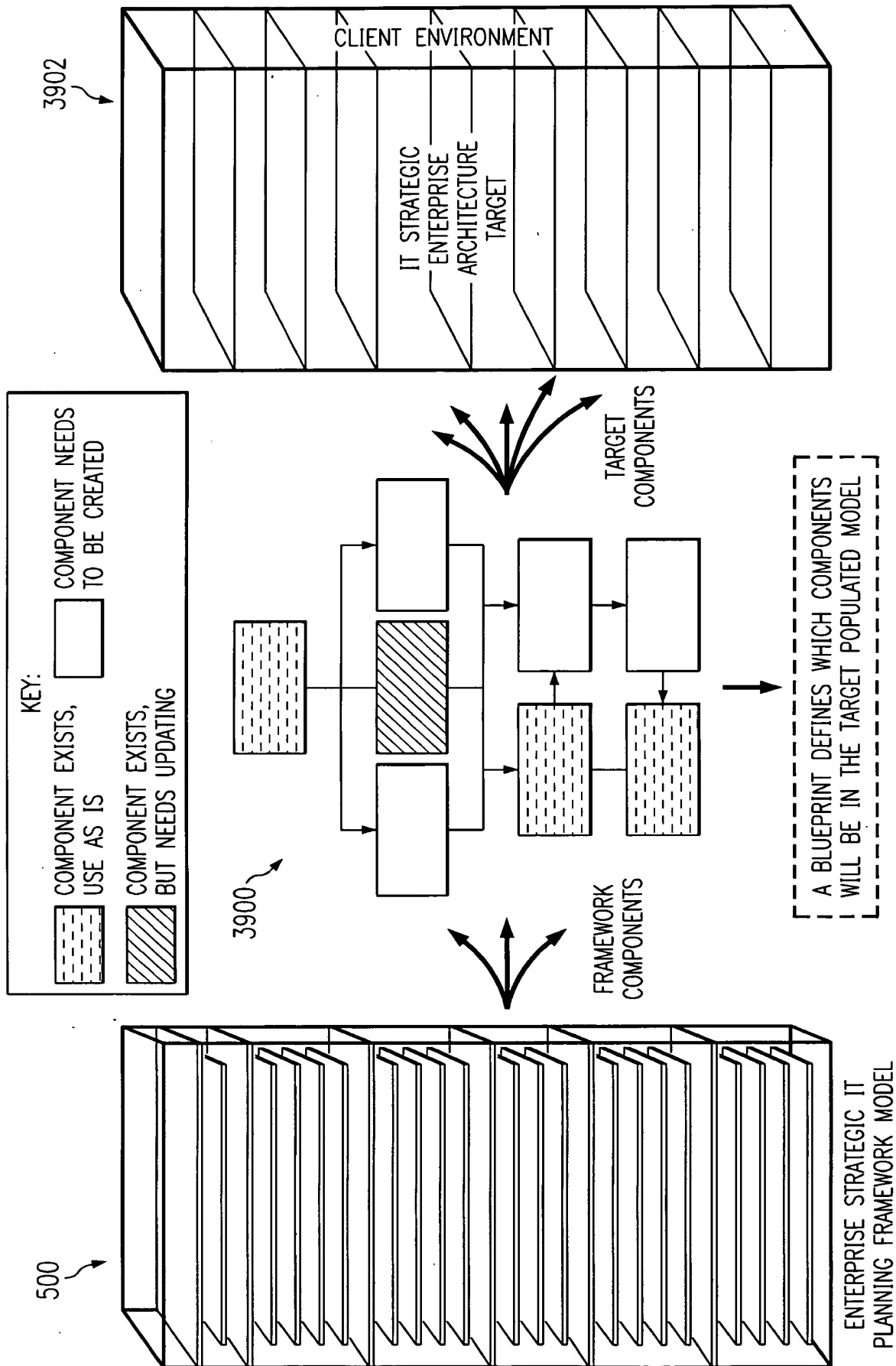
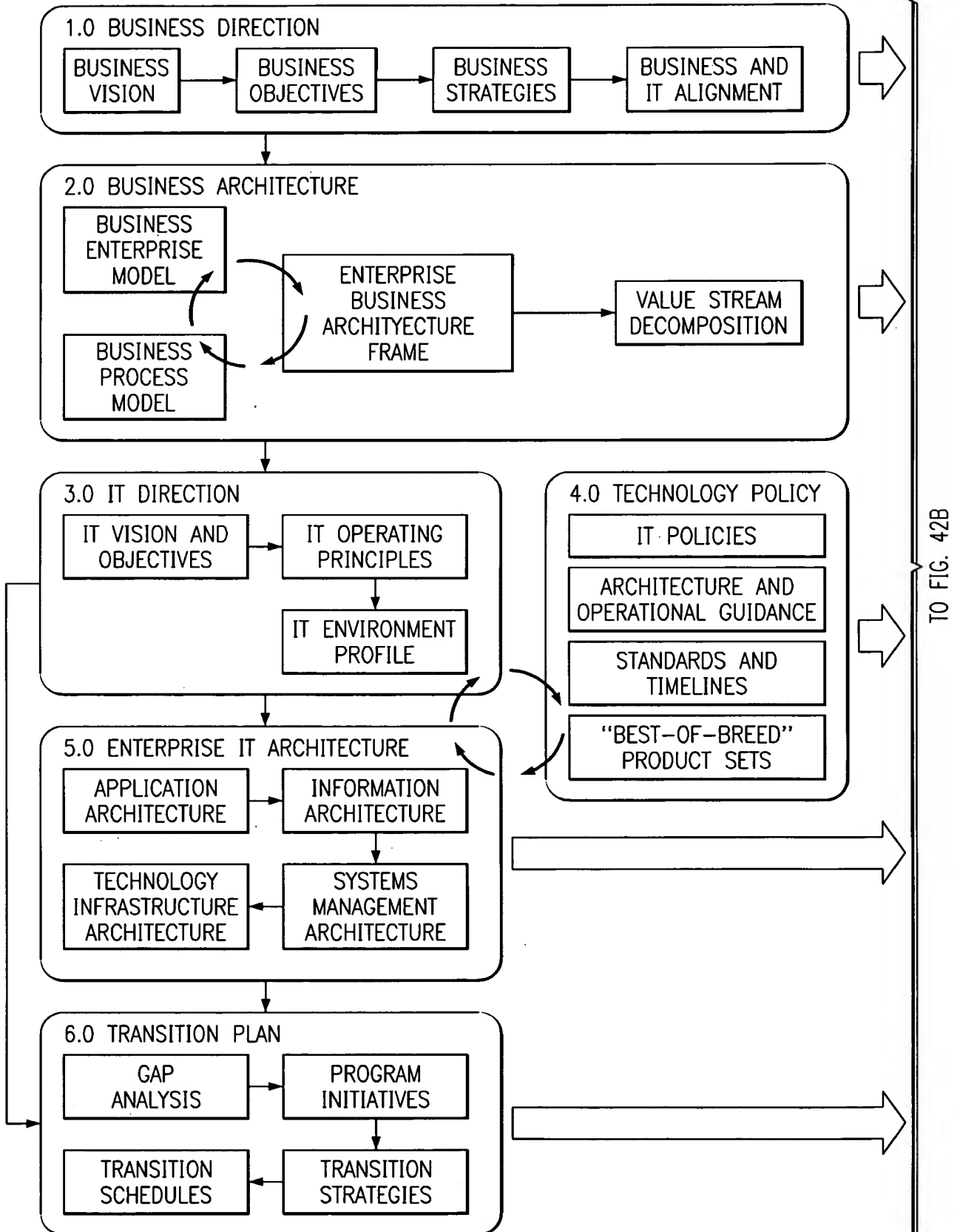


FIG. 41

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FIG. 42A

APPROACH

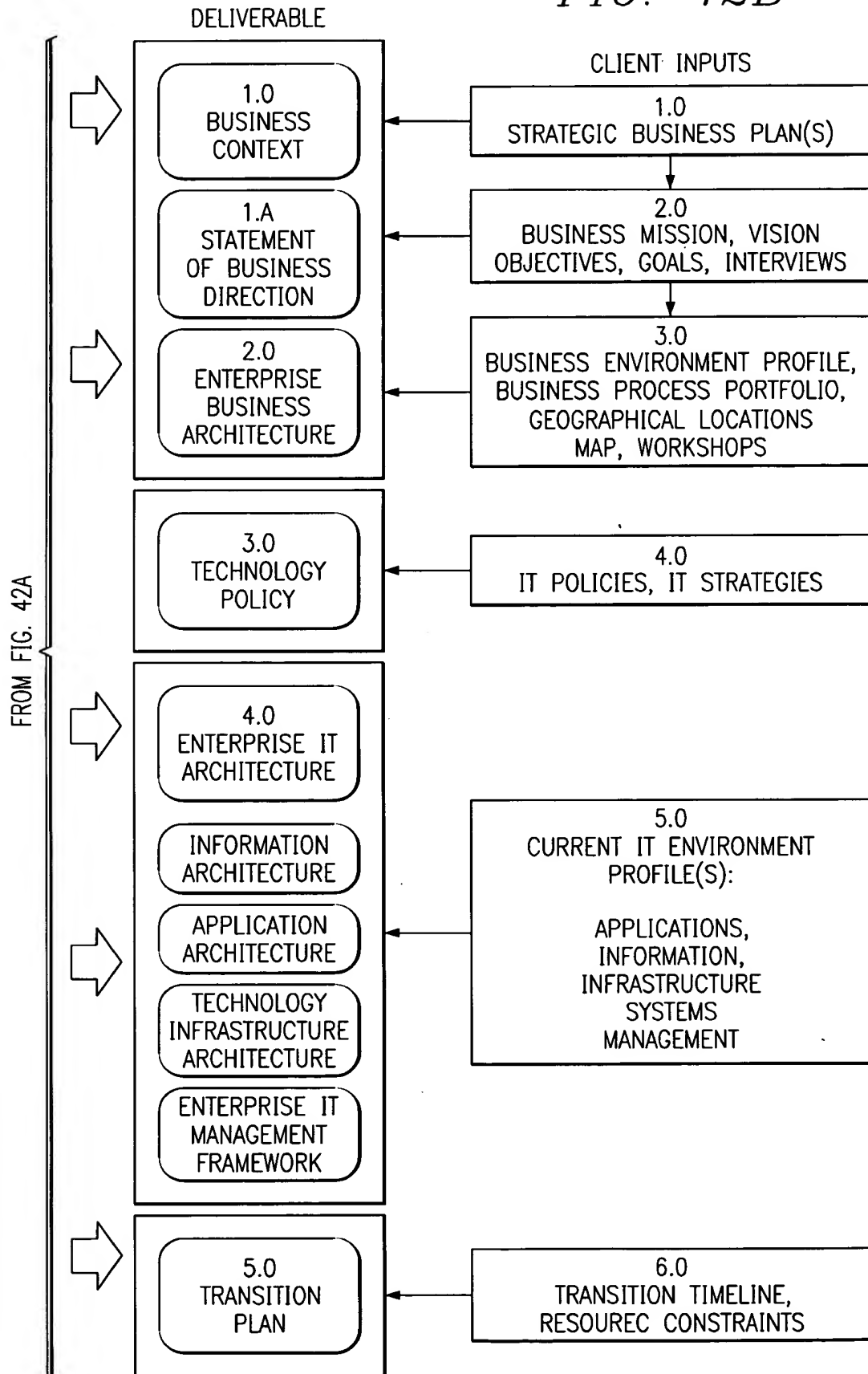


APPROVED	C.G. FIG.	
BY	CLASS	SUBCLASS
DRAFTSMAN		

U.S. Serial No. 09/378,514 Filed: 05/20/99  
Inventor: Myrick, et al. (Page 55 of 58)  
Express Mail Label EL759182364US 70-99-002  
(014208.1334)

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FIG. 42B



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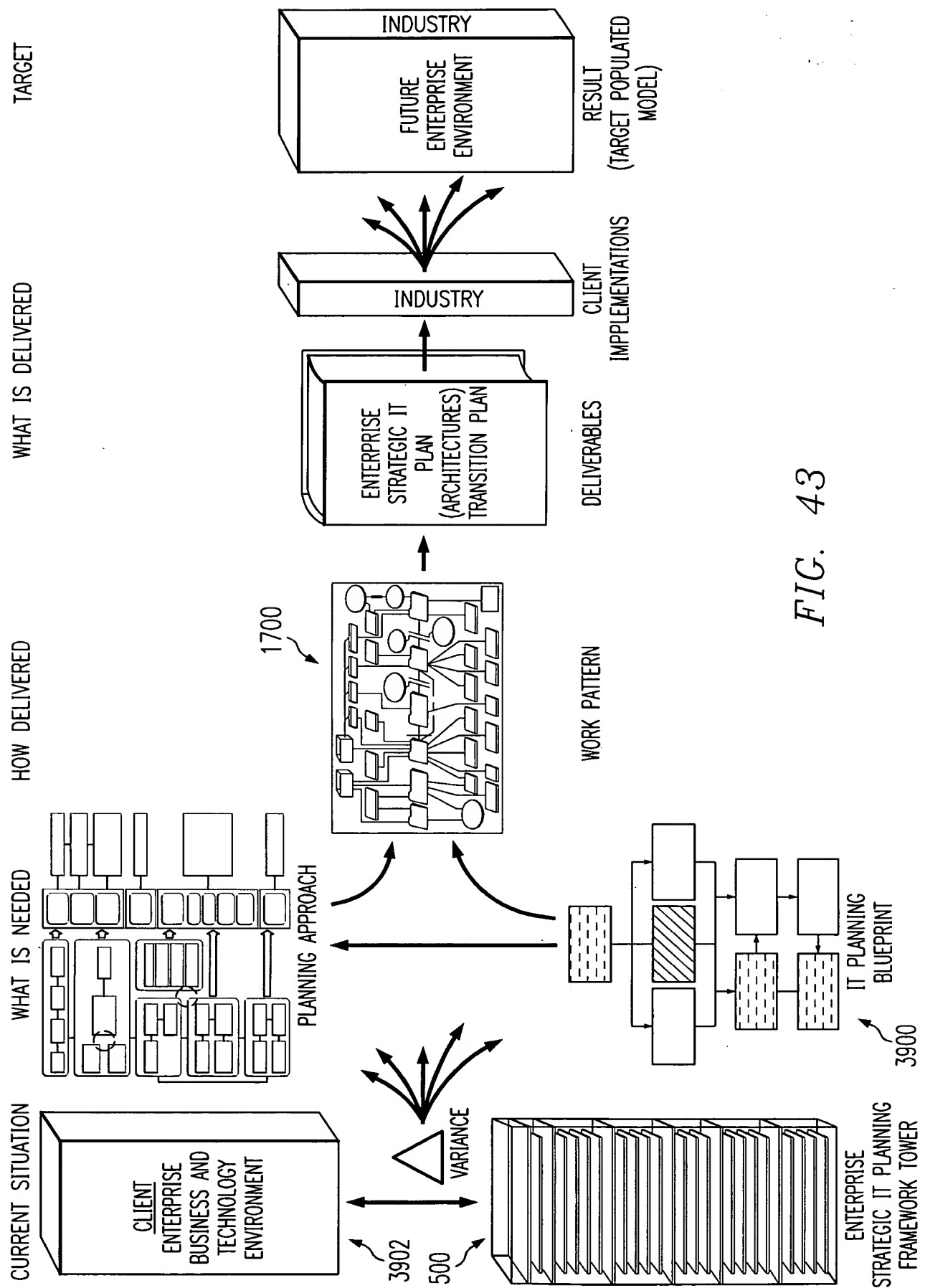


FIG. 43





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DELIVER STRATEGIC IT  
 FRAMEWORK WORKFLOW SCENARIO

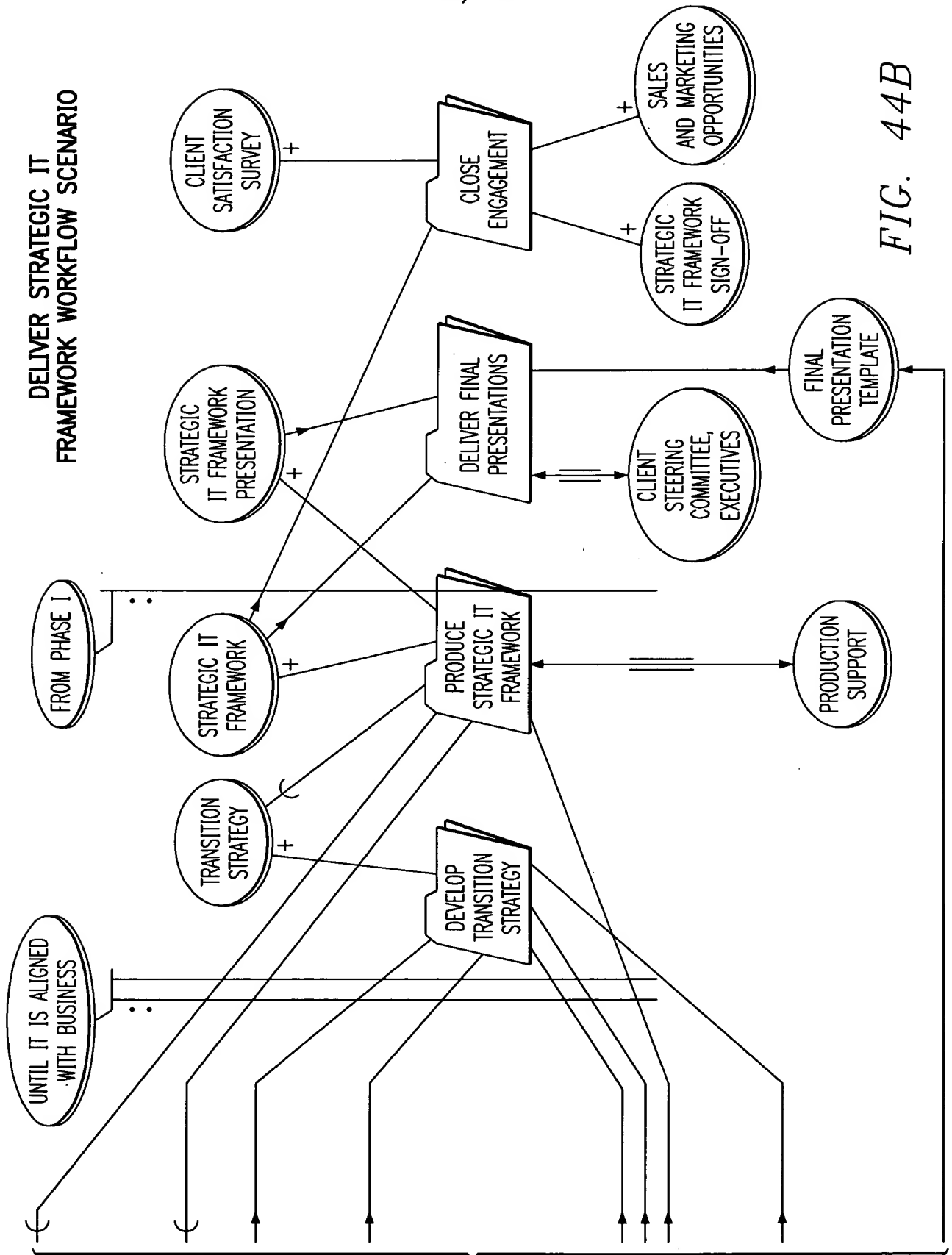


FIG. 44B

FROM FIG. 44A